

Hello again, and I hope you have been well and enjoying the many opportunities provided to those who live up and down the coast.

I hope you have found the opportunities through our network also of assistance and use. Please feel free to take part in anything we have to offer -Meals, Group Social Support, or Individual Social Support. The teams at each office will assist you to make the most of what we have to offer.

The year for us has been busy as we settle in various systems.

Last year, when Eurobodalla took on the management of Southern Shoalhaven, many changes happened. These included new computers, new office layout, a new Client Management System, and a new finance system apart from the Southern Shoalhaven Management Committee's decision to seek to merge with Eurobodalla.

These new systems were settled in, and any issues worked through. As all of these were often new and the most up to date. This included the Client Management System introduced at Southern Shoalhaven. Eurobodalla has now merged all its files into this on 1 February, and we are developing the best Client Management System we can.

One item which took some time was the development of the new menu. Two decisions were taken regarding the menu.

First it was decided that the menus offered at each office would merge into one. Only a few items were dropped. This has created a very big menu. We will see how you like the options within the new menu and in May we shall evaluate what is seen as worth having and which items you are not enjoying. The Food Panel, a subcommittee of the Board, will review this and hear the recommendations from the two ladies (Laura and Kelley) who lead the meals side of our operation. Our thanks to Laura Cockcroft (Ulladulla Coordinator) for her work in bringing the two menus together as one.

The second aspect was the cost of our services and meals. There was due to be some increases from 1 January 2024. This has been held and no movement in our costs will be considered until May. With the other financial pressures on us all currently, I think this is a helpful and sensible decision.

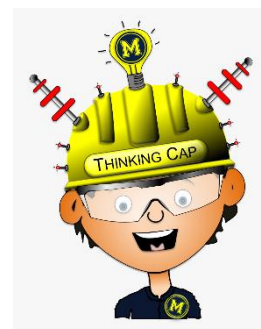
The Board had its first meeting for the year on Monday 5th February. It was a very good meeting which lasted two hours. A great deal was covered including some discussion on the name of the new organisation. I remind everyone that the Board is keen on your suggestions and that these need to be with me by March 6th and the Board will start its consideration of the future name at its meeting in Ulladulla on March 18th.

Remember this request **But we want thinking caps on.**

*The Board is aware of the new organisations large footprint and wants **a new name** which will represent the area, our work, and the services we provide. We would like ideas, so we can rebrand Eurobodalla Meals on Wheels from 1 July 2024. As you start thinking, remember; the area and its features, the services we provide, that we have a huge volunteering base, that respect, compassion, empathy, honesty, patience, integrity, kindness, and generosity are values noted in our Strategic Plans.*

What do you think could be our name? Please send your ideas to me at manager@eurobodallamealsonwheels.com.au or in an envelope addressed Manager, Eurobodalla Meals on Wheels 6/73 Vulcan Street Moruya 2539 or left in an envelope at one of the offices or distribution centres by **Wednesday 6th March**. The Board will then consider these and hopefully make a decision at its March meeting on the 18th which will be held in Ulladulla. This gives us time to go through various channels to have our name changed.

The Board is also keen on representation from the former Southern Shoalhaven area. It is hoped that someone may nominate at the Annual General Meeting. However, one present member has indicated that he will retire



early if we are able to find the right person to fit with the skills-based Board we presently have, so to have a representative earlier. If you know of any suitable candidate(s) then please let me know. The President and I will meet with them to discuss the role and responsibility of being a Director of a Not-for-Profit organisation. Otherwise, the Annual General Meeting to be held in October and we hope a nomination(s) will be received.



In September, Eurobodalla has traditionally held a High Tea for its volunteers. This is an opportunity for the volunteers, and staff, to gather. It's an opportunity to meet others doing the same role as you. The Board has decided that this will happen again, and it will remain at the Moruya Jockey Club. The Board will be offering to send the two Eurobodalla buses to Ulladulla, and with the bus based there, we should be able to transport many to this event. The planned date is Wednesday 4 September at 2pm. It is usually finished by 3.30pm. Please mark your diary now and make sure we have a fun afternoon. *(You will not have to worry about dinner as the team from Moruya Rotary do a splendid job of expanding our waistlines!!)*



On the 'political front' there are many things happening.

The new Aged Care Act is open for comment at present. Various Workshops have been held to gauge feedback. This Act is to go before Parliament, and go through all its stages, so to be law by 1 July 2024. This is a huge piece of work and comes from the Royal Commission into Aged Care held a couple of years ago. We will be affected by this but not until 1 July 2025. However, we are monitoring the various changes which will include new Standards by which organisations involved in Aged Care are measured.

The second area we must be mindful of is SIRS. This is the Serious Incident Response Scheme. Should you know if clients who are suffering from abuse, then we must report the matter to the Aged Care Quality Safety Commission. If you are unsure, then have a chat with our Team and we will make the necessary decisions. Staff and Board members are being supplied with Facts Sheets on these areas and we would be able to assist should there be an incident.

To our clients a very big thank you. Our volunteers always come back telling lovely tales of their meeting with you. They love the quick chat and the welcome they receive. I hope you too enjoy the smiles, conversation and support offered by our wonderful volunteers. They are just the same from Sussex Inlet to Narooma. They are also very different to those who deliver for other organisations, as our volunteers have a smile, stop for a chat, and create a happy experience for you. Please tell others of this nice experience...they may wish to join us.



One area we are not well known for is our Social Support services. Our brand of 'Meals on Wheels' does not tell our whole story. I hope you, as a client or volunteer, may share our full story when you are talking to others. At our Ulladulla office we do have spaces in our Social Groups, and I know those who attend would love to share their time with new company. If you want to know more, then speak to us and especially Emma and Rowena on what we offer. At our Eurobodalla office, we have been doing very well with clients going on our Out and About events. But they need more volunteers to support what is being achieved. Please speak to Cathy or Rachel about the role. At each office a programme can be given for both clients and volunteers telling of the wonderful experiences they will enjoy.

But we do commit to hosting you, and sudden nonattendance causes issues. We do have a Policy called the Client Absence Policy and Clause 2.4 states [Eurobodalla Meals on Wheels will make bookings for Out and About clients based on reservations made and will expect clients to attend and to meet the cost or if they suddenly do not attend will be expected to pay 50% of the cost for the event.](#)

As I concluded last time, I am excited about 2024 and cementing our new organisation into being the best community service group assisting the communities we serve.

Alan Russell,
Manager
February 2024