



Greetings to all Members, Volunteers and Clients,

These months continue to roll around quickly and now we have arrived at winter! I hope that you will stay warm and have checked your smoke detectors as we are using our fires, heaters, and electric blankets regularly.

We want you to be safe, and warm over the winter. We also want you to be well fed so we highlight that we offer 105 meals for you to enjoy. What are your thoughts on our menu? Please tell us when you put your order in or when the volunteers call as we are evaluating the menu at present. All feedback therefore is important to us.



One of the Board's Committee's is the Food Panel, and at their meeting in May some representatives spoke about the packaging on some of the meal's suppliers send. Two issues were that the top seal can be difficult to remove as there is very little 'lip' of the plastic covering to take hold of, and the second was that sometimes the top covering does not come away from the base and the whole lot lifts out. We have a sample of this to send back to the supplier and hope something can be done about it. This was excellent feedback, and we do welcome others telling us of the good and the not so good to enable us to continue to improve our service.

I have held two Forums recently. The first was with a dozen clients from Batemans Bay to Narooma, and included a very special meals client who is 101 years of age. She took the advantage of joining the Out and About group for lunch afterwards. The meals

**Forum dates,
venues,
and times**

Tuesday 4 June
Client Forum,
Ulladulla office 2pm

Friday 26 July
Client Forum,
Sussex office,
11.30am

comments were affirming and included: 'menu choice was good but maybe too many options', 'meals delivered on time and when expected'; for Group Social Support we had, 'Out and About programme was good', and 'appreciate the phone call to confirm my booking'. From a client receiving Individual Social Support 'communication with volunteers is great. They are flexible and fit with me'. General comments mentioned the Newsletters saying that they 'were good' and 'only needed once a month' but noted that 'the font size on newsletters was too small'. Hopefully this month's Newsletter is easier to read.

The second was for Volunteers in the same area and while the numbers were low, the feedback was important. During this meeting I was able to answer questions and bring folk up to date with the development of our new organisation. There was positive feedback on developing a Calling Service (*as noted in the last newsletter as a possibility*) so to maintain contact with clients. I look forward to hearing from other groups on this matter shortly, or through an email to me at manager@eurobodallamealsonwheel.org.au

The Board has a very important meeting later this month. I raised Strategic questions at the May meeting which will require considerable discussion. In June the Board will quickly deal with the usual business and then spend time discussing issues under a number of headings including location of the main office; storage of meals at all distribution centres (Sussex Inlet, Ulladulla, Moruya and Narooma), safe transportation for clients to events, the transportation of meals between centres and how we are developing.

The Aged Care Reforms were noted in the Federal Budget. It was also noted that the new Aged Care Act due on 1st July 2024 will not happen. At best it will be 1st July 2025. However, we continue to monitor the proposals and make sure we are ready. An assessment last year through Paul Sadler and Associates suggested we would be able to manage any changes implemented. This was good news. We keep working on this.

The President and I will attend the Australia Meals on Wheels Conference in Sydney in July. We hope to gather information to assist in preparing the organisation for the future.

I am looking for members who may be interested in serving as a Board member. We will be inviting nominations shortly in preparation for the AGM in late October. If you are interested, the President and I would enjoy the opportunity to discuss the role and commitment with you. The Board welcomes all nominations but is especially interested in a member from the northern part of the area. All who were members of the Southern Shoalhaven Meals on Wheels organisation have been written to and no one has declined being a member of the new organisation. So, you are all eligible to stand!

At the beginning of the Newsletter, I highlighted the need for us to check our smoke detectors. As I close, I would like to highlight another area of concern, that is falling over. This is a huge problem and one we can often prevent. Please make sure the clutter is cleared away and access areas are wide enough for you, and if you have a walking aid for it to get along with you. And some of us are now too old to be up ladders....so seek assistance to check that smoke detector!

Keep warm and eat well. Enjoy the new season, for every season is spectacular, and please make sure you are caring for yourself.

Alan Russell
Manager
June 2024

