



Greetings to all our clients and volunteers,

It is a pleasure to write to you again and to tell you of our continued work on the merging of the two organisations and of our work for you through our various outlets, and of changes coming through the various government agencies as the new Aged Care Act is developed and sent to Parliament.

These three areas are big in their own right, and we are being kept busy making sure we are ahead of all the changes and developments being planned and introduced.

Here is what have we been doing through our merged office.

The Client Management systems are now combined, and all records are on one combined system. This wasn't as smooth as we were led to believe it would be and we are still having some teething issues. But overall, most aspects are in place and working well.

Our financial systems are also combined, and we are now operating out of one account at Westpac. Our Direct Debit system used in the northern offices has been expanded and our southern clients have moved onto this. Overall, the system is now operating well, and any earlier glitches have been worked through.

The new menu is operating well and thank you to those who have given feedback on the wonderful choice now being offered. There are some aspects which will need to be watched and reviewed and as noted in earlier Newsletters this will happen in May. All meals on the menu are available at the Ulladulla and Moruya offices and a wide range is available at Sussex Inlet but our storage capacity is much smaller there.

Now we are merging our computer systems into one. The Timeline is to have this in place early this month. This is an administrative improvement as all sites will be able to access all records and information developed by the two organisations. This will be of great assistance to staff.

This will see some changes happening soon to email addresses, especially at Ulladulla and Sussex Inlet, and changes to our Facebook and Websites starting to occur. Along with this will be the upgrade of our telephone system allowing for our offices to be able to link with each other internally rather than by making a phone call.

The development of a new name is at the front of the Boards thinking. We have sought your views and at the time of writing there have been 26 ideas put forward. These will be put to the Board for their next meeting on 18 March for consideration. There is a school of thought that the organisations official trading name may remain Eurobodalla Meals on Wheels Cooperative Limited but that its operational name will come from the suggestions. More on this will come in the April Newsletter.

The Boards Policy and Administration Committee meets on 12 March to review a number of Policy statements. Most Policy Statements are on a three-year review cycle, however there are a number reviewed annually. They will also receive two new Policy documents these being on Cybersecurity, and SIRS (Serious Incident Response Scheme). These two documents are recommended for annual review due to the serious nature of each.

Through the Ulladulla & Districts Community Resources Centre, International Women's Day was celebrated on 8 March. Last year we nominated Vicki Love (former Manager), Michele Brooks (long serving Management Committee member and our Sussex Coordinator) and Carole Bloomfield (another long serving Management committee member and one of our wonderful cooks for our Groups). All were honoured with an award.

This year we also nominated three wonderful ladies. Our congratulations to Sue Crotty (volunteer and long-standing Management Committee member but also the former President), Lyn Newton (our wonderful and dedicated cook for the Groups) and Laura Cockcroft (Services Coordinator in our Ulladulla office who provides a wonderful service to our clients, volunteers, and staff). We are very proud to have nominated six exceptional women over the last two years.



Our organisation covers a very large area now and we need to know what happens at each outlet and with each aspect of our work.

As noted, our Meals clients have a new menu which contains 104 items. There are

- 30 options under our Mini meals
- 7 options under our Soups
- 5 options under our Vegetarian meals
- 45 options under our Main meals and these are made up of
 - 13 Beef meals
 - 11 Chicken meals
 - 1 Veal meal
 - 7 Lamb meals
 - 6 Pork meals
 - 7 Seafood meals
- 17 Dessert options
- A range of Puree meals as well.



In our social support area, we offer both Group and Individual Social Support services.

Our Group services operate slightly differently at each office.

- Moruya groups operate Monday, Tuesday, and Thursday each week. This is called Out and About and after Covid our clients asked to go Out and About. So, their programme is designed to go to various places, events and attractions together. They enjoy a special morning tea and lunch as well.
- Ulladulla groups operate over two weeks. Week One is on Monday and Thursday and Week two is on Wednesday. These Groups are based in the Centre at Ulladulla and each day there is a Theme to guide the planned activities. A team of wonderful cooks prepare lunch and morning tea for each group, and these meals often reflect the Theme of the day.
- Both Centres transport clients to their event. In Moruya there is a large and small bus as well as a people mover car. In Ulladulla there is a small bus. We are very grateful to those who drive and care for our clients on these buses.



Our Individual Social Support offers clients a volunteer to take them to an appointment, to do some shopping, to complete simple 'courtyard gardening', to share a 'cuppa' or to go for a walk. This is a vital area of support for our clients and it is an area where more volunteers are required.

The New Aged Care Act is in draft form and has been out for public consultation. If you wish to look up the Department of Health and Aged Care website, you can find information for the public and clients there.

The new Act is based around the changing needs of the older person whereas the present Act has a focus on Providers and funding. In the new Act the Rights of Older People is the focus with a set of guidelines to follow.

The Aged Care Quality and Safety Commissions role, and the expectations they will have of Providers, will also change. There will be a new set of Quality Standards put into place. These are out for consultation at present.

The Timeline for the new Act is very tight. It is proposed to have the Act in place for 1 July 2024, but there are many Parliamentary steps to take place for this to happen including debates, Select Committee meetings and more debates in both Houses....we just hope there is not a large issue arising or the Timeline will be delayed.

Australia Meals on Wheels is having a gathering at Parliament House on Thursday March 21st. My wife Denise, and I have been invited and it will be a good chance to meet other Meals on Wheels providers from around the country. As will the National Conference in Sydney in July. More opportunities to hear from decision makers on the developments and proposals coming through following the Royal Commission into Aged Care.

We hope our organisation can assist you as a client or volunteer, and to check on this we will have Surveys coming to you in May (Clients) and June (Volunteers). Letting us know your thoughts as part of our Continuous Improvement Plan for the development of our organisation will be greatly appreciated.



Alan Russell
Manager
March 2024