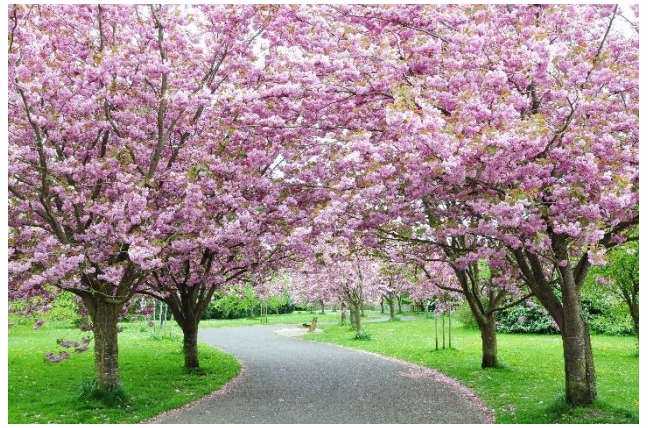




CLIENT NEWSLETTER SEPTEMBER 2024

Hello to everyone, and welcome to spring. I hope you enjoy the warmer weather, beautiful blossoms and the colourful flowers popping up around us.



This is the first newsletter from our expanded organisation just for clients. For the first half of the year, it was important that everyone was kept up to date with our developments and knew the same story. Now, as time has moved on, we can make our Newsletters more focused on specific groups. This was a recommendation from the Clients Survey earlier in the year and thank you to all who replied and gave us their views.

Client Survey results

Each year we conduct a survey of clients to see what you think of the services we provide. This was completed in the past by both organisations and will continue in May each year. The results have been presented to the Board at their July meeting.

What did you say? Remember the ratings you could give went from 1 to 5, with 5 being excellent. We had 45 responses.

Questions/Ratings	N/A	1	2	3	4	5
Overall service	1	2	-	1	6	35
Rate the food	7	1	2	7	9	16
Rate the menu range	7	2	-	1	11	21
Rate the cost of our meals	9	-	-	3	9	18
Rate Group Social Support	16	-	-	-	3	15
Rate the GSS programme	16	-	-	1	4	9
Rate the GSS programme costs	16	-	-	1	4	9
Rate Individual Social Support	20	-	-	-	2	10
Rate ISS offerings	21	-	-	-	2	9
Rate ISS costs	21	-	-	1	3	7
How easy is it to contact us	1	-	-	2	2	37
Rate our volunteers	1	-	-	1	2	41
Rate our staff	1	-	-	1	3	36
Are you treated with respect	2	-	-	1	6	35
Problems, complaints, questions answered	3	-	-	1	6	29
Given enough information before commencing	2	1	1	3	3	31
Given enough information throughout the year	-	-	1	1	2	38

From this set of results, we are very pleased that we are supporting you as you wish us to do. The Board was pleased with these and with the answers to the other questions. I have highlighted the first question, but all answers will appear in the Annual Report to be presented to the Annual General meeting, so everyone can see what you think.

In the general comments we asked: What are we doing well? You said:
Everything, provide a service for those unable to shop, great staff and volunteers, menu, a wonderful organisation, chat, the service you give is the best, deliveries, make you feel welcome, meal delivery, great volunteers (friendly and kind), taking orders, providing a welcoming place where I can have company, I look forward to coming, social, all staff are friendly and respectful, conversation, information, pioneer club is great, I like mini meals and desserts, communication, care, fun, deliver meals promptly, follows up if we forget to order, you seem committed to support.

“None of us know the impact we have upon others unless that person has the grace and courage to tell you.”.....but our recent Client Survey did confirm to us that our volunteers continue to have a huge and valued impact....so, the Board, and I, thank them.

SIRS (Serious Incident Response Scheme) This is a scheme for us to report to the Australian Aged Care Safety and Quality Commission any matters which seriously affect your wellbeing. If you have suffered any abuse (*financial, physical, psychological*), or any injury while in our care or from our services, then we will need to investigate and report this matter. Laura Cockroft has attended some training and has accepted this role. If you have a concern, please discuss it with me in Moruya on 4474 4464, or directly with Laura in Ulladulla on 4455 2861 (works Monday to Thursday). Remember please-confidentiality is always important to us.



Aged Care Act At last we believe the new Aged Care Act is progressing to the Federal Parliament. This new Act has a Client Focus. For those on Home Care Packages (HCP) these changes will come into law from 1 July 2025, while those on CHSP (Commonwealth Home Support Programme) will see changes from 1 July 2027. But this must get through Parliamentand there is an election during this process! So, we shall wait and see what happens.

Australia Meals on Wheels Conference. The President and I have just attended the biannual conference in Sydney. There was some discussion about issues facing some Meals on Wheels services. The media is focusing on these concerns as clients are being put on Waiting Lists for meals services. Often, these organisations have been told “there is no more funding, and you cannot take more clients”, no matter their needs. You may have seen television articles on this matter over the last week. But, the Eurobodalla Meals on Wheels organisation, throughout its region, is able to assist present, and even more clients receive meals.

Awards. On Radio 2EC and Power FM there was an opportunity for community groups to be supported by the public through the **Acts of Kindness** programme. This saw us win \$1500. Thank you to those who voted. At the **Eurobodalla Business Awards**, Nicole McDonald, our Finance Officer, won the Outstanding Employee of the Year. She is now in a Regional Finalist.

Staff. Here are the four ladies who put together the amazing programmes for our Group Social Support. Operating out of Moruya are Cathy Cooper and Rachel Cooper (*not related*) and operating out of Ulladulla are Emma Donnelly and Rowena Barton.



All are caring, compassionate and generous in the efforts they make, to create fun filled and client focused adventures. Each office has their latest programme available...why not join them for some fun, laughs, friendships and time away from the house on an outing!!

Eurobodalla Meals on Wheels is delighted to be able to provide all the services we have to support you. Please feel free to ask for assistance and we shall see what we can provide or arrange for you. Our numbers are Moruya 4474 4464, and Ulladulla 4455 286.

Alan Russell
Manager

Remember: Kindness is love in action