



## VOLUNTEER WORKER NEWSLETTER OCTOBER 2024

Dear Volunteers,

I wish to start this Newsletter by thanking you again for what you do for the clients within our organisation. Our clients are the reason we are volunteering or working for Meals on Wheels.

Our aim is to support, assist and provide company as well as a smile to each person we meet. As was mentioned in the Clients Newsletter last month, their survey for this year certainly tells me that you are doing just that. So, thank you.

As I have been indicating throughout the year, the **Aged Care Act** was being prepared, but it has now reached the Federal Parliament. There is support across the Parliament for the passage of this 'once in a generation' Act passing. However, there are 650 pages to the Act and there are new details coming out through the 'small print'. There are many commentators saying that while this Bill is necessary, it does have issues. These are being highlighted at various forums and meetings, and we hope sensible answers will be found.

Presently, there will be the "Grandfathering" of clients, and they will remain on their funding scheme, while new clients will be on a new scheme and have different regulations. This is going to cause some issues, I suspect, as providers grapple with charges and fees.

This is not a small matter, but I mention it to highlight that there are matters to be worked through before we all celebrate this new future. We all hope this Act will be in place before the federal election as we do not want it to be a topic for debate...we want it sorted!

At each office there are resources on the new Act if you would like to read any and be able to answer questions from family and friends, or from clients you may meet along the way.

As well as these changes, there are changes within our organisation.

With an expanded area, **we are moving the Head Office from Moruya to Batemans Bay**. This will happen on Friday November 1<sup>st</sup>. The central location will make it easier to move between facilities and to connect with staff, volunteers and clients. For those north of Batemans Bay, you will see no change but for those in Batemans Bay, Moruya and Narooma, you will see changes coming through our systems.

The first of these will be that both the Narooma freezer and the Moruya office will no longer exist. Meal's deliveries will be made as they have been in Batemans Bay for the last four years. We will have drop-off locations, but this will be better as the meals will be transported to you in our new freezer van. Narooma area has already been trialing these for the last 6 weeks. Batemans Bay delivery people will now come to the centre.



For our meals organisation there will be another change. All orders will be made by Head Office and each Centre will order from a Food Hub. To achieve this, we need a second walk-in freezer. This is now in place in the new office, and closer to November the Moruya freezer will be dismantled and moved. We will settle everything down between November and Christmas, so all bugs are out of our systems before 2025.

We have a number of Policy Statements. These include our **Open Disclosure Policy**. The purpose is to have 'open discussions with a client...about incidents that resulted, or could have resulted in harm to the client.

We are committed to creating a positive culture of trusted and productive communication.....in which open disclosure is open practice.

*I shall highlight others in the future*

To move stock between centers, we will have a Store man who will put together the orders and deliver them each Wednesday to Batemans Bay, Ulladulla and Sussex Inlet. (Yes, he will move stock to Batemans Bay as they will not be able to help themselves to the Food Hub freezer).

Other operations will also be centralised for the new organisation.

The **Department of Health and Aged Care** watch our numbers and at present our Individual Social Support numbers are low. This is traditional across organisations such as ours, but we do need to look at increasing our volunteers and clients in this area. If not, we have our funding cut. I have provided a Plan to the Funding Administration Manager from the department and we will be looking at some initiatives on improving our outputs. To do this a range of ideas will be considered and hopefully successfully introduced.

Thank you to those who attended the High Tea. I thought it was a lovely afternoon and the venue was most suitable.... apart from the distance that some in the north had to travel. Feedback has suggested that we look for a new venue next year, and we shall but we presently get this one for no cost, at a date of our choice and with a very well proven catering team in place. But we do wish to cater for everyone and get as many people to meet each other as possible, so a new venue will be sought....any ideas??

I have been told of a lunch for volunteers in Ulladulla on Friday 25<sup>th</sup> October at the Ulladulla Bowling Club from 12 noon. I hope it is a lovely afternoon for those who wish to attend.

The **Annual General Meeting** has been postponed from 21st October to 11 November. This will happen at our new site at 1/11 Kylie Crescent, Batemans Bay.



There is not a lot of parking should everyone wish to come and have a look at our new facility. As a result, I will speak to Bunnings and see if we are able to use their car park and pick up attendees in one of our vehicles. More on this closer to the day.

Thank you for all you do and for your involvement.

Alan Russell  
Manager  
October 2024



**My body sometimes feels sore, but it works. I don't sleep well most nights, but I do wake up to fight another day. My wallet is not full but my stomach is. I don't have all the things I ever wanted but I do have everything I will ever need. My Life is by no means perfect, but it's my life and I'm happy.**



**Rodeo 2025 Moruya Showgrounds 1<sup>st</sup> January**  
Please let us know (4474 4464) if you may be able to assist. It was good fun last year. Join us for a few hours. Last year we had four shifts covering the 9am-7pm period.