



Happy New Year to everyone involved with Eurobodalla Meals on Wheels. I hope that the holiday season was good for you.

We are back into full operation again with meals being distributed (*thanks to the Sussex teams for delivering meals throughout the holiday period*) and social support events are up and running.

I am sure that you will find the staff and volunteers are just as excited about seeing you again, as I know you will be in having them call or take you out.



The Christmas season was full of wonderful events. The Christmas lunch in Ulladulla was attended by people who use our Groups programme, our special interest groups (*Card making and Scrabble*) folk and a few of our meal's clients. A large number also came from Batemans Bay for the day. Everyone enjoyed the Wicked Sisters choir and the Milton Band, and a real Christmas atmosphere was created.

The Christmas celebration in Moruya for the Out and About clients was a wonderful fun occasion as well.

For both events, we thank the organisers and the hosts. You all made the Christmas season start wonderfully well.

There will be a great deal of change happening in 2025, as the new Aged Care Act has passed the Federal Parliament. These changes will affect those on Home Care Packages as they will move to Support@Home. Those who are on CHSP (Commonwealth Home Support Programme) will see very little change between now and at the earliest, 1 July 2027.

I will update you more on changes and processes to be undertaken as they are announced.

I have sent a letter to our meal's clients about changes to the supply of meals from one of our providers. Under our Open Disclosure Policy, we must keep you informed of such changes as they could affect choices a client makes as they order their meals.

Flagstaff are a major supplier of our meals, but over the holiday period their laundry complex had a major fire. This has caused a major problem in their catering section as well as in other parts of their very diverse business. This has seen many providers like us have to source meals from others. We will also use meals from our other suppliers.

Once our Flagstaff stock has gone, we will make the changes to the menu. Some meals will be the same but under a different name. Other meals will be similar, but we will have to also introduce some new items. The purchasing process has started and our thanks to Laura who has monitored these changes, and who will update the menu shortly.

Open Disclosure Policy

Open disclosure is the open discussion with a client and/or support person(s) about incidents that resulted, or could have resulted, in harm to a client.

Eurobodalla Meals on Wheels is committed to creating a positive culture of trusted and productive communication between clients, support persons and the workforce, in which open disclosure is standard practice

Lots of things have been happening towards the end of last year and during the holidays including carpet cleaning in the activity room at Ulladulla, discussions on the upgrade of the flooring and freezers at Sussex Inlet, proposed new freezers for Ulladulla, and a series of you-tube videos on what we do. These are very pleasing and thank you to everyone who was filmed and told the story of all that we do.

One activity which happened before the Covid pandemic was our PALZ programme. This is for people who have the onset of dementia and allows them to gather, with their carer, to hear from a speaker. Morning tea and lively discussion resulted in the past and we hope to launch this again in March. Further details shortly.

The Board is about to start their series of meetings. The Board has three subcommittees. The Finance, Risk and Audit Committee meets each month. The Food Panel, and the Policy and Administration subcommittees meet four times a year.

The next Food Panel meeting will be in Ulladulla, and Sussex Inlet on Thursday 30 January. The redevelopment of Sussex Inlet and Ulladulla, and the flow on from the Flagstaff fire will be on the agenda.

Our new office in Batemans Bay is operating well. I invite anyone passing through the Bay to call in and have a look at what is now our Head Office. It is good feeling in the middle of our larger area. We have welcomed Regan Coles and Maree Dickinson to our Batemans Bay office.

But the cornerstone of the organisation are the volunteers who give so generously each day. We are most grateful for their assistance and time. Some are part of our CATS group. This is a team of experienced volunteers who can come to assist new or present clients with the completion of forms. CATS is for Clients Assistance Team....they bring, their assistance, confidentiality and a big smile. Call us if you need.

Our next round of

- new volunteer inductions are about to happen, get your friends to be in touch.
- a monthly promotional events to tell of our services...starting in February.
- the dates for our Clients and Volunteers Forums to be released next month.
- Client (May) and Volunteer (June) surveys, to aid our Continual Improvement.

Have a great year and we look forward to assisting you wherever we can.

Alan Russell, Manager, January 2025



The Board

President: Phil Armstrong

Committee Chairs:

Finance, Risk and Audit: David Friedlieb

Policy and Administration: Cathy Milliken

Food Panel: Jan Young

Directors:

Jim Greenshields, Deborah Buchanan, Michael O'Connor

The Staff

Management

Manager: Alan Russell

Finance Officer: Nicole McDonald

Batemans Bay Office

Client Services: Kelley Hill

Group Social Support (Out and About):

Cathy Cooper, Rachel Cooper

Administration Assistant/Individual

Social Support: Maree Dickinson

Storeman: Regan Coles

Office assistant: Amy Lockton from Yumaro, comes each Friday.

Ulladulla Office

Services Coordinator: Laura Cockcroft

Volunteer Coordinator: Suzy Gibson

Social Groups Coordinators: Emma Donnelly and Rowena Barton

