

2022-2023

Annual Report

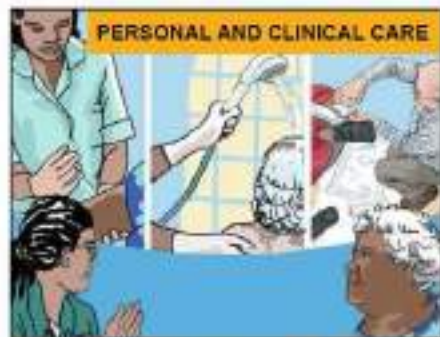


Meals on Wheels
Eurobodalla

Presentation at the Annual General Meeting
23rd October 2023
Moruya Office



The Aged Care Quality Standards



Australian Government
Aged Care Quality and Safety Commission



Who are we?



Eurobodalla Meals on Wheels acknowledges the peoples of the Yuin Nation who are the traditional owners of the land on which we operate our services.

We welcome all Aboriginal and Torres Strait Islanders to our services.

Eurobodalla Meals on Wheels is a legal entity registered under the Co-operatives (Adoption of National Law) Act 2012.

We are governed by a volunteer Board of Directors.

We are funded by both the Australian and NSW Governments.

We are a registered charity.



What is our Purpose?

Eurobodalla Meals on Wheels helps make our community stronger by offering services that contribute to the health, well-being, and independence of people.

What are our Core Values?

The actions of Eurobodalla Meals on Wheels are always based on our core values.

Honesty: we hold ourselves accountable to the community for our actions.

Empathy: we are respectful and caring of our clients, volunteers, and staff.

Commitment: we are motivated to undertake our work in a reliable and professional manner.

Continuous Improvement: we seek to be the best we can be in all our dealings and seek to improve our efforts.

What do we do?

Eurobodalla Meals on Wheels facilitates social interaction between the elderly, adults with a disability and their communities through the coordination of volunteers to deliver meals and run social activities. We also support NDIS Participants with Life Skills Training.

Who are our Major Stakeholders?

Our major stakeholders are the elderly and adults with a disability who need assistance to live in their own homes and maintain social interaction; their carers who need support; our funding bodies; other organisations and the communities who look to us to help those who need assistance; and our volunteers, staff and members who gain personal satisfaction from helping others in their community.

What is our Philosophy?

Eurobodalla Meals on Wheels Cooperative Limited believes in:

- the right of people to make choices in their own lives.
- the right of people to dignity, respect, privacy, and confidentiality.
- the right of people to be valued as individuals.
- the right of people to access services on a non-discriminatory basis.
- the right of the community to accountable and responsive services.



Eurobodalla Meals on Wheels – Directors

At the Annual General Meeting
in October 2022
these Directors were elected.

Phil Armstrong (President)

- I have lived in the Eurobodalla Shire for over 30 years.
- My ties to "Meals on Wheels" go back to the 1960's when parents were involved in both Temora and Goulburn.
- My employment background is in Administration/Accounting and prior to semi-retirement, I was employed at Banksia Villages, Broulee between 1995 and 2014 with the last sixteen years as the Chief Executive Officer.
- My Board experience includes:
 - Over twenty years with Campbell Page both in Australia and in the UK where I was the Chair.
 - Ten years on the Board of Aged and Community Services Association of NSW & ACT.
 - Three years on the Board of Australian Rotary Health.
 - One year on the Committee of Management of Yumaro Inc in Moruya
- I have been a Member of the Rotary Club of Moruya since 2000 – serving as President in 2004-05 and then serving as Rotary International District Governor for District 9710 in 2012-13.



Deborah Buchanan (Chair: Finance and Audit and Risk Committee)

- I moved to Batemans Bay five years ago from the Southern Highlands, where I was born and went to school.
- I ran a successful accounting practice in Moss Vale for many years and now work from home in Lilli Pilli.
- I am currently the Treasurer of Batemans Bay Youth Foundation; the Catalina Golf Club Lady members; the Catalina Vets and the Eurobodalla St Cecilia Music Foundation.
- I keep busy playing golf and being with my eight grandchildren aged seven and under!



Cathy Milliken (Chair: Policy and Administration Committee)

- I have been part of the South Coast community for over 35 years while living in Tuross Head.
- I held an appointment as a Commonwealth Registered Marriage Celebrant for 24 years (until June 2017) and have been privileged to also conduct Funerals.
- I have been President of Tuross Head Progress Association for the last 5 years.
- I am a member of the Tuross Head Business Owners Association holding the position of President.
- I have been involved with many community organisations holding committee positions in all of them including Tuross Playgroup, Tuross Youth and Sports Club and Eurobodalla Bushfire organisation.
- I have been involved as a committee person on St Peter's Anglican College P & F, Tuross Marine Rescue and the Tuross Head Country Club having been the President and Chairperson for 5 years.





Jan Young (Chair: Food Panel)

- I arrived in the Eurobodalla, with my husband Steve, in 1995 from the UK.
- In the UK I ran a Brownie Pack and continued to do likewise here; along with an involvement in the P&F of the newly built Carroll College; volunteering at both Moruya primary and high school canteens -the latter for 18 years!
- For many years Steven and I rescued, cared for, and released native animals. Mainly wombats and possums.
- With Steven, a Moruya Rotarian, we initiated a 'Books for Babies' programme. All babies born at Moruya hospital get an easy-to-read book financed by the three Rotary clubs of the shire. To date we have given out approximately 6,400 books and still going strong!
- In 2013 I was made an honorary member of Moruya Rotary.
- I am an inaugural member of Eurobodalla Catering Brigade -more food! Our busiest time ever was during the 2019-2020 bush fires feeding all personnel from local to international at all times of the day and night.
- My first involvement with Meals on Wheels was when hot food was delivered from the hospital canteen. Soup and gravy in thermos flasks which we served to clients in their homes along with ready plated meals. How times have changed!



Jim Greenshields

- I retired to Narooma in 1996 after a career spanning twenty-five years in the building industry in senior roles within the ACT Government.
- Prior to joining the public sector, I was self-employed in the private sector as a Licensed Builder.
- I continue my involvement with the building industry as a Member of the Australian Institute of Building Surveyors, and with the Master Builders' Association Southern New South Wales as a Building Consultant and a volunteer judge of their Awards.
- I have an ongoing commitment to community service in Eurobodalla.
 - o I dedicated over fifteen years as a volunteer in the then Royal Volunteer Coastal Patrol (now Marine Rescue) where my various roles included Commander and Captain Far South, NSW. I was awarded the National Medal for Service in 2012.
- I began volunteering in Narooma for Eurobodalla Meals on Wheels in 2008 and joined the Board in 2015.



Michael O'Connor

- Born in Dublin. Came to Australia in 1972.
- Lectured in Sociology of Deviance at Curtin University & University of New England.
- Practised as a solicitor in Tamworth.
- Retired to Narooma and volunteer for Rural Fire Service and Patient Transport for NSW Cancer Council.
- Cooking is a hobby and cook for a group of Narooma friends each month.



Pip Wilson

Pip had been elected to the Board, but her new work responsibilities allowed little time, so she resigned and Deborah Buchanan agreed to rejoin the Board to fill the vacancy and the Chairmanship of the Finance Risk and Audit Committee.

Derek Hoare

- Professional Mechanical Engineer
- President/Director of tropical agricultural plantations in Indonesia
- Consultant to agricultural projects in Indonesia, Malaysia, PNG, Africa and Myanmar.
- Engineer in UK Merchant navy, Chief Engineer of London teaching Hospital and engineer in a UK gin distillery!
- Past Director Tuross Country Club and a keen golfer.



Meeting attendance

Director	Meetings attended	Meetings eligible to attend
Phil Armstrong	10	11
Cathy Milliken	9	11
Deborah Buchanan	5	8
Jan Young	11	11
Jim Greenshields	11	11
Derek Hoare	10	11
Michael O'Connor	9	11
Pip Wilson	1	2

Public Officer and Manager, Alan Russell

- My life has been about service to others through my teaching career, through Scouting and, more recently, through Rotary and Eurobodalla Meals on Wheels.
- I began my teaching career in 1975. I graduated from Christchurch Teacher's College and Canterbury University, NZ. I have worked in New Zealand and Australia. I have been the principal of three independent schools.
- My wife, Denise, has delivered Meals for Meals on Wheels locally for over 10 years and in New Zealand for many years before hand.
- I answered the call for new Directors at Eurobodalla Meals on Wheels in March 2015 and was elected at the 2015 and 2016 AGMs. I became President after the 2015 AGM.
- I serve as Treasurer/Secretary of the Nelligen Recreational Park Trust Board.
- I have twice been President of Batemans Bay Rotary. I have served as Secretary, and Youth and Vocation Director. I was the Assistant Governor looking after the three coastal clubs (July 2017-June 2020).

Eurobodalla Meals on Wheels – President

We are a Not for Profit organisation.....
and we are a Not for Loss either.



It remains a privilege to serve as President of the Eurobodalla Meals on Wheels Cooperative. I thank all Directors and staff for their assistance in this busy year. I wish to comment on the work of the Board and for consistency will use the same format as in the past few years.

The Board ...and its work

This year has been a big year for the Board as it has looked to the future and accepted the challenge from Southern Shoalhaven to firstly provide management services then to accept their invitation to take over all their operations, contracts, and facilities. Once again, the Board has risen to the challenges and evaluated what was put before them before making the very big decision before them.

The usual functions before the Board remained so the role and responsibilities were huge and at times very demanding.

We have sought to continue to:

- Ensure the long-term financial stability of the organisation. This year's result was particularly pleasing.
- The Board continues to look at options to ensure that we continue to meet the support requirements of our communities.
- Like all Aged Care providers, we continue to monitor the changes coming as a result of the Royal Commissions work into Aged Care.

Our Board sub-committees have continued to work hard and use their expertise to benefit our clients and the Cooperative.

- **Food Panel**

Objective: To provide guidance on the appropriateness of the meals that we provide.

Jan Young has had a very successful year as the new Chair of the Panel. We thank her for her leadership of the Panel. The Panel includes Volunteers and Clients, which again allows for feedback, as well as Board and Management involvement. We thank Bethany McLean for her advice to the Panel over many years.

- **Policy and Administration Committee**

Objective: To review and recommend changes to Policy and Procedures.

Cathy Milliken has continued as Chair and the ongoing review of the organisations policies. This remains part of the organisation's continuous improvement.

- **Finance, Risk and Audit Committee**

Objective: to monitor the finances and risk to the Cooperative.

Deborah Buchanan is the Chair, and it was very pleasing that she could return to the Board and to this position. Her expertise is valued and greatly appreciated. With the new venture ahead of us, it is important to have Deborah leading us.

What does Eurobodalla Meals on Wheels do well?

Service and supply
Keep brains and body alive!
It is consistent and reliable
Very obliging
Everything that affects me is done extremely well
Well informed through Newsletter
Provide us with our pleasant day out and be with company

Provides an excellent service on time with a friendly smile
Look after people in home
Come on time-mostly
Everything I have tried
Social Support -10/10

Provides an excellent service
Everything
Delightful volunteers
Help people
Very friendly volunteers

Client Survey 2023

We do constantly recall that, "While we may be a 'not for profit' organisation – we are certainly 'not for loss' and must carefully watch our operational costs. This year has been a successful one and we thank Deborah and Nicole McDonald, our Finance Officer, for their diligence and management of our finances.

I wish to once again acknowledge the openness of our meetings which have seen us debate, discuss, and decide upon a course of action. With the changes before us, this has been especially important.

I thank the Board members for their valuable contributions.

The Board ...and its membership

At the Annual General Meeting last year, we farewelled Sue Proud and Deborah Buchanan. Both had given very valuable service to the Board as members and as committee chairs.

We welcomed Pip Wilson, who had a Marketing background and Michael O'Connor who has a legal background to the Board. Unfortunately, Pip was unable to continue, but we were fortunate that Deborah Buchanan agreed to return and accept the Finance, Risk, and Audit Committee Chairmanship again.

The Board as at the 2022 AGM

President

Phil Armstrong

Directors

Cathy Milliken, Pip Wilson, Jan Young, Jim Greenshields, Derek Hoare, Michale O'Connor

Pip Wilson left in January and Deborah Buchanan rejoined the Board in February.

Our Governance structure has done away with various titles of the past and appoints The President and Committee Chairs following each Annual General Meeting.

The Manager (Alan Russell) acts as Secretary to the Board and as our Public Officer.

Board...and its staff

As mentioned previously – this has been an important year for the Cooperative.

The Board would like to acknowledge Alan Russell as Manager and all his staff of Nicole Bethany, Kelley, and Cathy. Their dedication and commitment to ensuring that our clients were the priority is acknowledged and greatly appreciated. The additional work as we took over the management of Southern Shoalhaven has been huge and we thank Alan and Nicole for this. Their work also assisted our 'bottom line' when you look at our accounts.



Board...and its finances

The year has been successful especially with the growth of our Group Social Support programme and we thank Kelley and Cathy for their amazing job.

Our meals have become a concern as competition from a variety of areas affects our result. The staff have a new programme for the rest of the year to start the turnaround in our numbers.

The organisation is pleased with the financial position and the Finance Risk and Audit Chair will comment on this during the Annual general meeting. But the position is much better than last year.

With the take over of Southern Shoalhaven Meals on Wheels, there is a great deal of work being done. This will see us transfer banks during the year and introduce Direct debit to our clients. This scheme has worked very well in the Southern Shoalhaven and has saved the staff a great deal of time chasing clients for payment to their accounts.

The new bank will be Westpac which is the only major bank offering the facility we require. Thank you to Nicole McDonald for all this work. It has been a great deal but done with professionalism and patience.

The Board has a priority -the financial sustainability of the organisation and the importance of good financial controls. The Finance, Risk and Audit Committee continue to work with the Manager and the Finance Officer to monitor the financial situation and provide updated reports to the full Board.

For the next year the two organisations will become one (probably around 1 January 2024) but operate their own finances for the rest of the financial year. Then all financial matters will come under one Budget and one set of accounts.

The Board is comfortable that it has sufficient cash to meet its current financial commitments.

Board...and its responsibilities

The Boards primary responsibility remains Governance of the organisation and to work with the Manager to ensure that the appropriate resources are available for the day-to-day operation.

The Board is also responsible for ensuring that the resources provided are utilised appropriately for the benefit of all stakeholders. We believe that we have done this while working to meet the objectives set out in the Strategic Plan. This includes looking to the future and how the business may develop.

To this end we believe that accepting the Southern Shoalhaven meals on Wheels organisation as part of Eurobodalla has been a very good business decision.

During the next year we shall cement the two organisations into one under the name of Eurobodalla Meals on Wheels. However, the Board is aware that the area is now very large and that maybe the name Eurobodalla is not the best one to represent a huge section of the south coast. Consideration will be given to a new name for the organisation.

This would also be to look at the future and any new ventures which may come before us for consideration.



The changes in the Aged Cre sector are significant and if we wish to survive, we must be versatile, forward thinking, and willing to change and develop.

Board...in conclusion

There continues to be changes occurring within our sector and the Aged Care Sector as a whole. As noted, the Board will continue to monitor how Eurobodalla Meals on Wheels Cooperative is preparing for the future.

Our organisation provides a valuable service to our community and the Board is aware of its responsibility to ensure the ongoing viability and security of the organisation.

On behalf of the Board, I want to thank the Members for their ongoing interest and commitment to the Eurobodalla Meals on Wheels Cooperative and we look forward to a successful next year.

Phil Armstrong
President



Eurobodalla Meals on Wheels – Manager



Since 2020 we can claim "What a year!" for each of the years. There has been something significant which has happened each year. Bush fires, floods, a global pandemic, the loss of a long serving monarch, a change of Government and a new direction with the Aged Care reforms and more recently, and closer to home, our service taking on the management of Southern Shoalhaven Meals on Wheels.

Against all these events, we have maintained our role and met our purpose which stated that
"Eurobodalla Meals on Wheels helps make our community stronger by providing services that contribute to the health, well-being and independence of people".

But our challenges did not stop at these events. A major one was presented to us by the Management Committee of Southern Shoalhaven Meals on Wheels. They wanted to 'handover' all their responsibilities including, staff, volunteers, clients, and related contracts and for this to happen as soon as was practicable. This has created a great deal of discussion and work as both governing authorities worked through the request. After a Special General Meeting of Southern Shoalhaven Meals on Wheels a formal request was made.

The Eurobodalla Board, after considerable discussion, agreed to the proposal. As a result, a programme was put in place which included further discussions with our Funding Administration Manager at the Department of Social Services who had been very helpful during the early discussions. A target date was set, to be 1 November 2023, which was a year from when the management agreement started.

All will happen when the Department of Health and Age Care give the necessary approvals. This may not be until 1 January 2024 due to Department funding arrangements made in July 2023.

But all of this is an exciting development for Eurobodalla meals on Wheels. It is a credit to the work done by the Boards and Managers in the past who have built a strong reputation and of the present staff, members, volunteers and Board who have maintained this reputation, and which has been noticed by others.

As all of this was happening, the Aged Care Reforms were continuing. This saw funding change from quarterly payments to monthly arrangements but for services already delivered, and the scheme was called Payment in Arrears. Fortunately, we were in a strong position and were able to manage the process well. We are fortunate to have been able to maintain this financial position and the payment for our Management services by Southern Shoalhaven Meals on Wheels was of considerable benefit.

Under Area 1-Growth and Sustainability of our Strategic Plan 2021-2023, we had sought "ways to expand our present business model". This has been pleasing. Also, under this area there is an objective to "review and monitor the 'competition' on Aged Care services" and while we haven't conducted a formal review we are very aware of the competition from large food suppliers having an impact upon our meals orders. The impact



has been a drop in meals delivered and ultimately a possible change in our Output figure against which the Government pays us. However, Southern Shoalhaven meals figures have remained strong and after a campaign in Sussex Inlet, we have lifted their meals numbers to a record level. We will be following this trial marketing approach during the rest of 2023 and during 2024.

The other aspects of the Strategic Plan also had Objectives met including:

Area 2-Clients We **"reviewed our NDIS relationship"** and cancelled our membership. We still provide for NDIS clients, but we do not seek them to join our services. We wanted to **"seek how we may better serve the needs of our clients"** and changes to arrangements for our Group Social Support systems were put into place and for our Meals clients we approached those who had left to see what they may need and how we could help them. This was useful as many returned.

Area 3 -Workforce We wanted to **"encourage imaginative and authentic leadership"** and believe we have this as we were sought to manage Southern Shoalhaven Meals on Wheels. We wanted to **"seek opportunities for our volunteers to develop skills"** and the first aid courses we have had for the last three years continue to be well attended. We trialed a counselling course for volunteers and have offered this again, but it will be in a different format if it happens. The first aid courses are now an annual event for staff both paid and unpaid.

Area 4-Marketing has seen **"a Marketing Plan established"** which goes into 2024. This is a series of events to highlight our services and began on 30 August with National Meals on Wheels Day and 23 October with the celebration on Meals on Wheels Australia's 70th anniversary. Smaller events based on the trial conducted in Sussex Inlet will be used to market ourselves in various areas. The name of the organisation going forward may change, and this would fit another objective **"create an 'umbrella' name to cover the organisations functions."** With an expanded area this will be high on the agenda for the Board. We met the objective **"to seek marketing experience on the Board"**. However, our new appointee was offered a very good job and couldn't find the time to stay. This was sad as she was young, enthusiastic, and experienced in a Meals on Wheels environment.

Area 5-Governance has several Objectives as well and these are being met. **"To review the Cooperative status"** was completed and the debate has been at the forefront of the Boards discussions on the future. Over the next year this will be a major consideration. **"To seek appropriately qualified skill-based Directors"** has for seven years been a major focus. This has been met, which allows us to tackle the changing regulatory world we are now in. **"To build confidence in the role and responsibility as a director"** and **"to have ongoing training"** has been happening as new Aged Care Reforms are announced and the SIRS (Serious Incident Response Scheme) has become a major focal point.



Area 6-Systems This is important, and the Objectives have been achieved. "Review Social media communications" has seen a new website; "Review progress of Client care Plans" is a major focus area as we combine two client groups; "communicating changes of menu or programme in a timely manner" has seen us develop a process of not introducing anything new without a months' notice being given to clients. And our internal systems continue to be updated so we have "all information gathered and passed on quickly" amongst the staff.

The Board is establishing the next Plan which will guide our new operations. The Board has established the length of the Plan (2024-2026). They have confirmed that the Purpose of our organisation, our Core Values and the Strategic Elements will remain the same. However, within the Strategic Elements more modern terminology and focus points will guide our Objectives.

I must thank and congratulate the Board for their diligence, ability to ask questions and seek answers before making a major decision, to work as a team and to think of what is best for the organisation. The stability we have in our Governance has been vital and important as our organisation seeks to meet a long-term goal for Eurobodalla Meals on Wheels to be the major trusted supplier of services in Southern NSW.

Our staff team have also been stable and contributing so well to the new environment. Change is never easy but we are working through the new needs and will be ready when the merger happens. The work of our Finance Officer has been huge over the last year. Nicole McDonald has done the most amazing job at maintaining the Eurobodalla finances so well, establishing systems which make life easier for everybody and organised the new volunteer Induction processes superbly. On top of this she has redesigned the financial system for Southern Shoalhaven Meals on Wheels which has seen the introduction of Xero instead of MYOB and moved their Direct debit system to Westpac. Not an easy exercise. She has recently completed a cost analysis of all three categories (meals, Group and Individual Social Support) for both organisations.

Our meals programme is up against strong competition from groups who have huge marketing budgets. Our number are dropping significantly due to these new challenges, but we are looking at ways to address this decline.

Our Groups Social Support (Out and About) has been doing exceptionally well. The Board has sent its congratulations to Kelley Hill and Cathy Cooper for the outstanding achievements they have had. The Output figures are above the targets. Our clients call themselves 'A family'. They spoke about this at a Client Forum I held with them recently. This they had mentioned before as well. They love the trips, the company, the laughter, and the sense of adventure. They love meeting young people at Moruya High School and photographers who came to take their photos. They love travelling to new places and have been stretching our transport system to the limits. The second bus will greatly assist this growing side of our business.



Individual Social support is not meeting its targets. We can do so, but in the world, since Covid, there has been a drop off in those volunteering. We have been and remain very lucky. We are luckier than most organisations but in this one area we do need more assistance.

Our volunteers are the cornerstone of our organisation. The previous manager used this phrase often and I have also used it often as it is true. We are most grateful for all the time, smiles and support given by each volunteer. We sincerely thank you all.

Our congratulations to Anne Wakelin (40-50 years), Jean Venville and Isabel Carey (20-30 years) who had their service recognised on the New South Wales Honour Roll for 2022.

We have been encouraged and supported by the Network leaders from New South Wales Meals on Wheels. For a while we had Pam Mulholland, but Fiona Scott has been brought back from retirement which lasted less than 3 months and is of great support. We thank her for her counsel and encouragement. She is a wonderful sounding board.

Australia Meals on Wheels is celebrating 70 years, and we will be part of the New South Wales Road Show on 23 October. There is a new President, Paul Sadler since July. We believe we are going to be well served by Paul who helped us evaluate our readiness for the Aged Care Reforms being introduced.

Our facilities have served us well. We are evaluating how we can best use the Narooma freezer since we have centralised all our deliveries from Moruya.

We are grateful to our schools as they support our Christmas card programme. We had Narooma Public School do the cards for 2022 and Sunshine Bay Public School has accepted the challenge for 2023.

We are also grateful to Brad Mclean who supplied photographs from the local area for our calendar for 2023 as he did for 2022.

We also were fortunate in the local radio promotion with Elgas. This year we were voted third in our category and the winnings went to our new bus.

We have also been invited by Moruya Rodeo to organise the gate on 1 January. This will be a most valuable source of income and we are preparing for this occasion.

The President and I continue to serve on the Management Committee of Meals on Wheels Queanbeyan. This is a two-way partnership and hopefully assists both organisations to develop and grow.

Surveys have continued to give us the most valuable feedback. These are given to the Board and are helpful as part of our Continuous Improvement cycle.

The Board receives a monthly report on Feedback. This report highlights compliments and complaints and notes what we are doing about them. The Work Health Safety report is also presented monthly, and we are grateful for the assistance of our Work Health Safety Officer Bruce Gorton in evaluating and monitoring any incidents or accidents which have happened.



As written last year we have continued, throughout the year, to keep members, volunteers and clients informed through our Newsletters. We tried to celebrate birthdays of volunteers and clients with our birthday cards and when required used our Thank you cards.

This has been a busy year, but we have come through in a strong position ready for 2024 and a bigger and more responsive organisation stretching from Sussex Inlet in the north to Wallaga Lake in the south. We will have four centers- Sussex Inlet, Ulladulla, Moruya, and Narooma. Each will have an important part to play in our new venture.

We look forward to working closely with our clients, members, and volunteers up and down the south coast.

Alan Russell JP
Manager



Eurobodalla Meals on Wheels– Meals



Menus

As has long been the case, our menu continues to evolve and to be evaluated by clients and the Food Panel.

We make changes for the seasons and according to need based upon the feedback from our clients and the sales reports. The date is evaluated by the Client Services Officer and presented in graphic form to the Food Panel.

New meals continue to be 'tested' by the Food Panel and often sent as trials to the clients. If acceptable they are introduced, and a less popular item is withdrawn. The new meals are first introduced as a 'special' to see how well they are to be received, but occasionally they will appear straight onto the menu. This could be due to another meal being withdrawn by the supplier, or an item not 'moving' from the shelf at all.

Highlights such as Easter and Christmas are carefully planned for, and the menu for the last four years have been very much enjoyed for each season.

As we have stated before.....**"We are very keen to make sure that eating good meals is enjoyed by all our clients. We look to keep our clients healthy and enjoying life through a balanced diet and one where variety is important. We have over 60 items on our menu."**

Suppliers

This year we welcomed a new supplier -Fairfield Food Services who are based in the Southerland Shire of Sydney. The three suppliers have continued to do a very good job and have responded to our requests.

We appreciated the open communication, the quick responses, and the positive way they have sought to assist us.

Meal costs

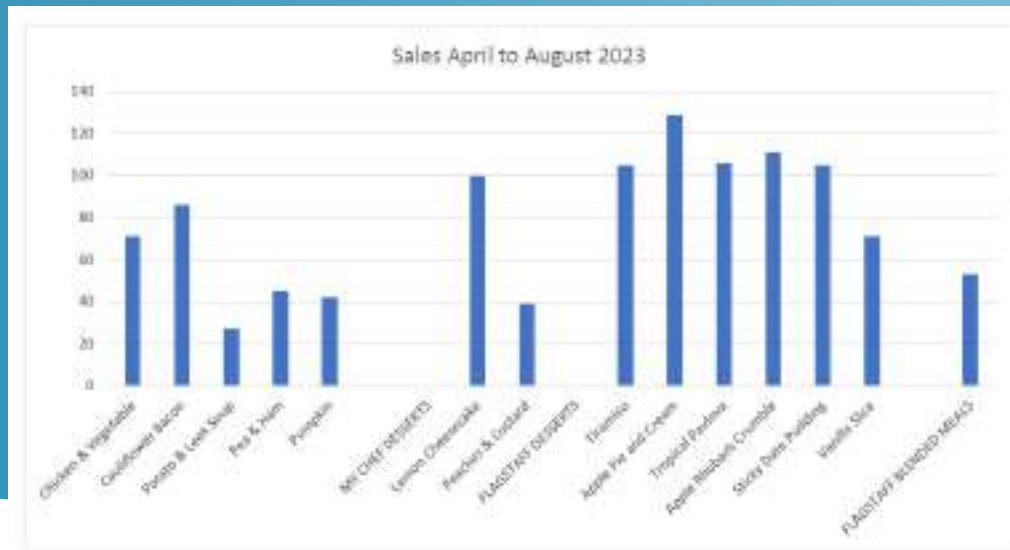
The cost of meals continues to be a concern and the Board is mindful of the rising 'cost of living' for everyone. We are also mindful of the competition we are now facing as the market has been made more open to suppliers. The role of Home Care Package providers has also taken a turn which can see clients being recommended one over another.

We have continued to receive new referrals and we try to bring back those who have not had meals for some time. A new campaign has been established to rebuild our meal numbers. This is called the **'Let's Grow Campaign'** and will operate from mid-September until November 2023.

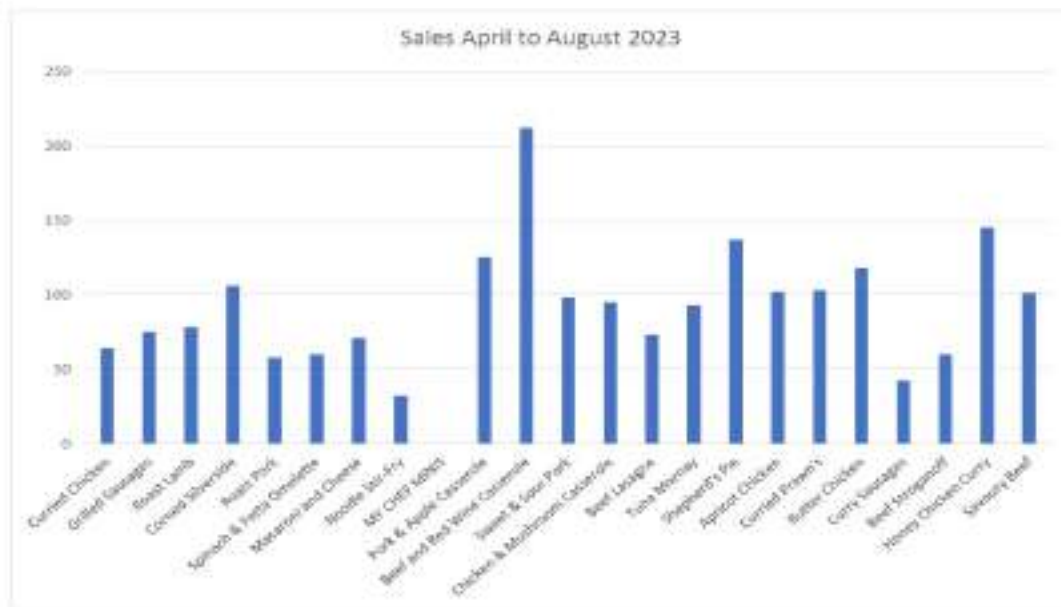
In the next 12 months we will also be introducing Direct Debit for all clients in line with the expectations of Southern Shoalhaven Meals on Wheels with their clients. However, monthly accounts and eftpos which have grown in popularity, will remain our preferred way of collecting charges until then.

We continue to monitor movements in price and understand the ongoing 'cost of living' issues over the next 12 months will remain. Our suppliers have been very good at holding their costs to date, but this will not remain so for all of the new financial year.

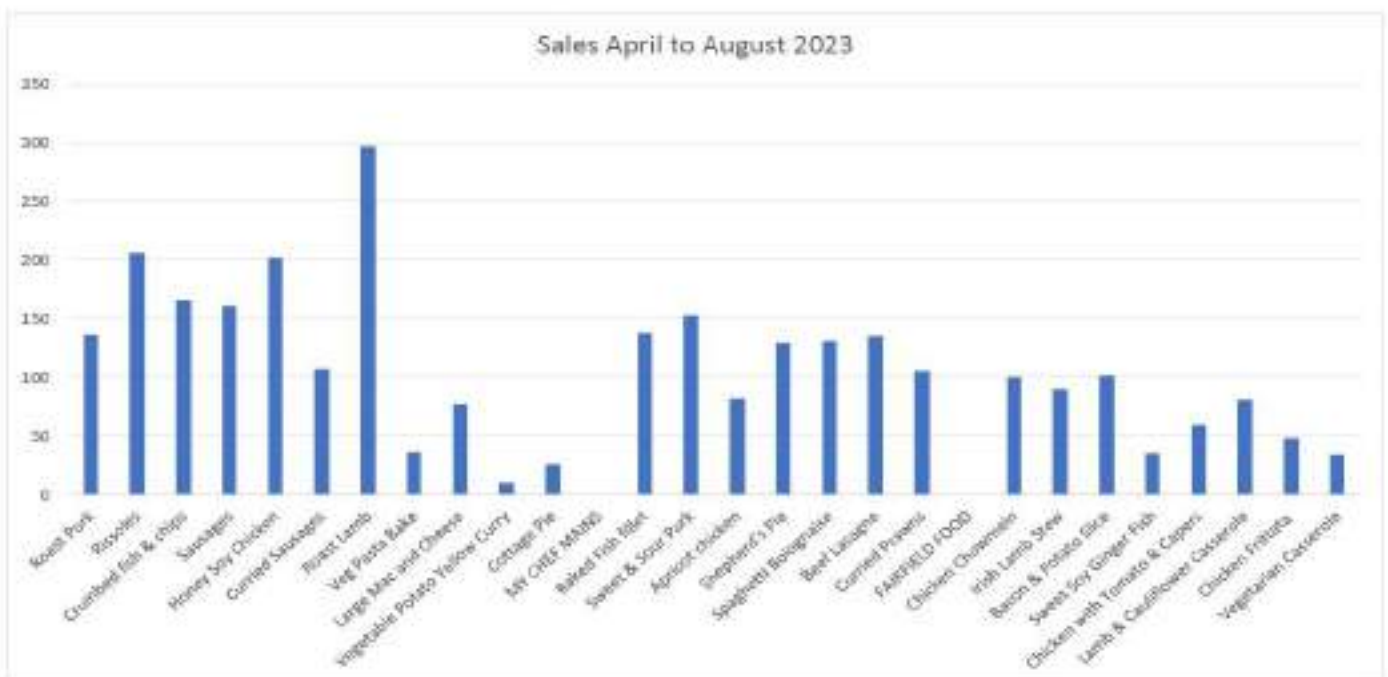
Soups and Desserts



Mini Meals



Main Meals



**HUBER REPORT
NSW MEALS ON WHEELS
JUNE 2023**

**Meals, Safety and Social Connections –
Clients Hold Meals on Wheels in High
Regard**

Clients

To understand the social impact of Meals on Wheels services in NSW, it was first necessary to determine whether services have an impact beyond meal provision and nutrition. Does the volunteer-driven service model - which provides opportunities for social connection and regular check-ins - achieve more than simply delivering nutritional meals?

Beyond this primary aim, there were also a number of aspects of the service model that were investigated to understand their effect on overall wellbeing.

This measurement project found that Meals on Wheels services in NSW do offer benefits to their clients beyond access to healthy food and improved nutrition.

However, this can vary widely for clients depending on the nature of the service received.

"They give me social interaction with the volunteers. They are a wonderful group of people who I enjoy talking to. The meals help me greatly."

"Meals on Wheels service has allowed me to maintain a reasonable level of living. I have become very frail in my old age and could not have cared for myself without your help. I shall always be grateful to those wonderful people (especially the voluntary workers) who devote their lives to caring for people such as me."

"I enjoy meeting with the volunteers each week for a short chat during their delivering of my order. They are fine people."

Huber Report, June 2023



O&A is the best thing that has happened to me. Can not praise all enough. They treat is all the same! As though we were their parents (even though some can be a challenge) They are so thoughtful and kind.

Client Survey 2023

I look forward to seeing two smiling faces at my door with my meals and a little chat each Tuesday. Thank you.

Client Survey 2023



Meals on Wheels in NSW Social Impact Report
June 2023
Prepared by Huber Social

The Impact of Meals on Wheels in NSW

1. Social connection is vital to wellbeing, yet the majority of clients have less than one meaningful social connection a day

The number of social connections a client has was strongly correlated with their wellbeing. However, only one in five (21.4%) clients report having one or more meaningful social connections a day. Social connection is a clear need for Meals on Wheels clients.

2. Volunteer connection is key

Across all of the service factors measured, the quality of relationship between client and volunteers was found to have the strongest correlation with wellbeing. Essentially, clients who know their volunteers better have higher wellbeing. Not only that, they score higher across a range of program outcomes including self-worth, enjoyment and nutrition.

3. Longer visits lead to stronger relationships

Analysis found that there is essentially a linear relationship between length of volunteer visit and how well clients feel they know them. Perhaps counterintuitively, the number of visits a week didn't have this effect, suggesting that when it comes to social connection, it's quality not quantity that matters.

4. Centre-based meals offer opportunity for greater social connection Two of the services included in measurement offer centre-based meals. These are an opportunity for clients to share their meals in person with other clients, facilitated by their MoW service. Centrebased meals participants scored higher than other clients on a range of factors that are key to their wellbeing including community connection and their sense of agency.

5. Clients and volunteers hold Meals on Wheels in high regard

Qualitative analysis found that clients and volunteers value MoW highly. Clients appreciate the provision of nutritious meals, the reduced burden of shopping and cooking, and social connection with volunteers. Volunteers appreciate the chance to connect with and give back to their community.

6. Meals on Wheels volunteers in NSW have higher wellbeing than other Australians - including other volunteers

When compared with a sample of the Australian population, MoW volunteers in NSW were found to have 11% higher wellbeing. Even when compared to volunteers of a similar age group and volunteer time commitment for different organisations, MoW volunteers still report 5% higher wellbeing.

7. Social connection is just as important to volunteers and Meals on Wheels services in NSW build it

Social connection was found to be highly correlated with overall wellbeing among volunteers, and people who had been with a Meals on Wheels service for six years or more scored higher across a range of social connection factors when compared to new volunteers.

Eurobodalla Meals on Wheels– Social Support

We are very proud of our work in this area.

The Wallaga Elders Social Club

On Thursday 2 May 2013, seven Elders, whose participation was facilitated by Kuranya, participated in the first of the monthly Wallaga Elders Social Club.

Red Cross supplied health related prizes for Bingo and Eurobodalla Meals on Wheels supplied pumpkin soup, bread rolls and fresh fruit for lunch.

PALZ Eurobodalla

Was created to assist professional people with Alzheimer's in continuing to function intellectually at the level they did in the past.

PALZ is based around interesting speakers making a presentation followed by some discussion. The idea is to challenge, stimulate ideas and enable discussion.

Over the last year the growth in our Groups Social Support has been amazing and if we had been able to get volunteers, I am sure the growth in Individual Social Support would have also been significant.

These are two important areas as we try to fight against loneliness amongst the older generation.

The findings of the Huber Social Report being noted throughout this report highlight the importance for both client and volunteer of social connectedness. We need to be doing this more, but we need the assistance of members of the community to make it a strong and vital part of our contribution to the community.

Group Social Support (known affectionately as Out and About) has had a fantastic year. Our thanks go to the Staff (Kelley and Cathy) for the work, compassion, interest, and connectedness to our clients. Our thanks also go to the volunteers who support the clients so they can make the most of each occasion. Their leadership has seen the group claim to be a 'family'. I have been told this several times at Client Forum sessions.

The programme has been distributed for each season and the three months are full of variety and travels all over the Shire and beyond. The clients tell us of places which they enjoy, and this can be seen in the frequency these places have within the programme. They also indicate places they would like to visit and along with new ones found by the team of staff (paid and non-paid) these are added to provide something new, a new learning opportunity (reablement) or just something for enjoyment (wellbeing)!

The Wellbeing and Reablement Report was completed again in August. We can report that all is going well.

The group continues to operate on three days (Monday, with a southern focus; Tuesday with the traditional lunch about; and Thursday with a northern focus). And the numbers each day are very pleasing, in fact they have sometimes been so good that our transport capability could not keep up.

So, a new bus was ordered in July 2022, and we hoped it would arrive in September 2023!! Then October came and we were still waiting!! But we will be pleased to have received it on Monday 16 October, and it will make a big difference to the development of our Out and About service.





Individual Social Support has continued but its growth, as noted, has been hindered by the number of available volunteers. However, congratulations to all who do work with our clients as they are very happy and excited with your efforts and support. We hope this area will pick up in 2024 with new volunteers giving new life to the support we offer, and a coordinator dedicated to this aspect of our business.

This graph shows some very big totals in the early years but due to changes in classification of hours, the figures became more realistic of our clients hours.

Wallaga Lake Elders Social Group

This is a wonderful service and we have a dedicated team of Carol, Donna and Sue) who visit each month to provide morning tea and a cooked lunch for the Elders. We work with other groups such as Merrimans Lands Council, Red Cross and Uniting to provide the social activity day.

We do acknowledge the passing of two Elders who joined at the beginning, one of whom was attending very recently. Each was honoured with large funerals on country and we send our thoughts to their family members-some are members of the group.

PALZ

Unfortunately, we have not been able to restart this programme. We hope we can do so in 2024 as it is such a great initiative. We remain committed to PALZ Global and enjoy their online meetings.



ACT!

A Collaborative **T**ool for Emergency Services and Home Support Providers is still available through New South Wales Meals on Wheels.



Eurobodalla Meals on Wheels– Supporters



We have been supported by:

- Rodeo Association of Moruya
- CWA of Moruya
- Moruya Rotary
- Moruya Jockey Club
- Students from Narooma Public School who did our Christmas cards
- Radio 2EC and their Elgas promotion
- Radio 2EAR and their free publicity of our work
- The Beagle who were always keen to publish our story



Eurobodalla Meals on Wheels -Staffing

Management

Manager:
Finance Officer:

Alan Russell
Nicole McDonald



Eurobodalla Team

Client Services Officer:
Out and About Coordinators:
Administrative assistant:

Bethany McLean
Kelley Hil
Cathy Cooper
Amy Lockton



Ulladulla Team

Coordinator:
Volunteer Coordinator:
Social Coordinator:
Activities Coordinator:

Laura Cockroft
Suzy Gibson
Emma Donnelly
Rowena Barton



Eurobodalla Meals on Wheels -Volunteers



MoW Volunteers in NSW Have Higher Wellbeing than other Australians.

Meals on Wheels volunteers in NSW have consistently provided anecdotal evidence of the benefits they find from working with Meals on Wheels. There is now quantitative data to support this qualitative finding.



When compared with a sample of Australians with corresponding demographic characteristics, Meals on Wheels volunteers in NSW were found to have 11% higher wellbeing. Even when compared to people of a similar age group who volunteered with a different organisation, Meals on Wheels volunteers still report having 5% higher overall wellbeing.

These findings speak not just to the powerful benefits of volunteering in older age, but to the quality of the experience that Meals on Wheels services in NSW provide volunteers. The natural question that follows this finding is what is it about the Meals on Wheels experience that leads to this result?

High Tea 2023



Thank you to Moruya Rotary and Moruya Jockey Club for their assistance as we thanked our volunteers.

We had over 60 people attend this year which included volunteers the staff and the Board members. A wonderful afternoon and the feedback on the outstanding food supplied by Moruya Rotary and the atmosphere created, as well as being able to meet up again, was wonderful.

PRESS RELEASE

Meals on Wheels celebrates National Volunteer Week (15-21 May)

There are 14,000 Meals on Wheels volunteers in NSW, who deliver meals, wellness checks and a smile to thousands of clients across the State daily. Without their help Meals on Wheels would not be able to continue the vital role it plays in local communities.

During National Volunteer Week (15-21 May), Meals on Wheels will be thanking its volunteers with a range of activities, and everyone is invited to get involved!

It's not only clients whose lives are enhanced by Meals on Wheels. People who give time to Meals on Wheels say volunteering has added a new dimension to their lives. The satisfaction of doing something practical yet personal is reward in itself. Volunteers are crucial to the operation of every Meals on Wheels organisation. They drive the cars and deliver the meals and other food services to clients, as well as helping run the service by serving on the management committee.

Join other volunteers, form friendships, and give back to your local community. Meals on Wheels is currently accepting volunteer applications. If you are interested in finding out more about the benefits of volunteering, please contact our office.

Meals on Wheels NSW and its 140+ services play an important role in the lives of many who depend on the service to be able to stay in their own homes. In addition to providing meals, the volunteers check on clients' welfare, are up for a yarn or two, and maybe even a weekly cuppa.



Australian Government
Department of Health



Australian Government
Aged Care Quality and Safety Commission



Charter of Aged Care Rights

All people receiving Australian Government funded residential care, home care or other aged care services in the community have rights.

I have the right to:

1. safe and high-quality care and services;
2. be treated with dignity and respect;
3. have my identity, culture and diversity valued and supported;
4. live without abuse and neglect;
5. be informed about my care and services in a way I understand;
6. access all information about myself, including information about my rights, care and services;
7. have control over and make choices about my care, and personal and social life, including where choices involve personal risk;
8. have control over, and make decisions about, the personal aspects of my daily life, financial affairs and possessions;
9. my independence;
10. be listened to and understood;
11. have a person of my choice, including an aged care advocate, support me or speak on my behalf;
12. complain free from reprisal, and to have my complaints dealt with fairly and promptly;
13. personal privacy and to have my personal information protected;
14. exercise my rights without it adversely affecting the way I am treated.

If you have concerns about the aged care you are receiving, you can:

- talk to your aged care provider, in the first instance,
- speak with an aged care advocate on **1800 700 600** or visit **opan.com.au**, for support to raise your concerns, or
- contact the **Aged Care Quality and Safety Commission** on **1800 951 822** or visit its website, **agedcarequality.gov.au**. The Commission can help you resolve a complaint about your aged care provider.



Code of Conduct for Aged Care



The Code of Conduct for Aged Care describes how **you must behave and treat consumers**. It includes the 8 elements below.



Act with respect for people's rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions.



Act in a way that treats people with dignity and respect and values their diversity.



Act with respect for the privacy of people.



Provide care, supports and services in a safe and competent manner, with care and skill.



Act with integrity, honesty and transparency.



Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of care, supports and services.



Provide care, supports and services free from:

- i. all forms of violence, discrimination, exploitation, neglect and abuse and
- ii. sexual misconduct.



Take all reasonable steps to prevent and respond to:

- i. all forms of violence, discrimination, exploitation, neglect and abuse and
- ii. sexual misconduct.

Find out more:

Aged Care Quality and Safety Commission

agedcarequality.gov.au/providers/code-conduct-aged-care-information-workers





SIRS – What does this mean for your care and services?

Everyone in aged care has the right to feel safe.

To help keep you safe, the government has introduced the **Serious Incident Response Scheme** or **SIRS**.

SIRS will support your right to be treated with dignity and respect and to live your life free from neglect, violence and abuse.

The SIRS will support your home to:



Report serious incidents

Staff must record incidents in the home's incident management system and report serious incidents to the Aged Care Quality and Safety Commission.



Listen

Staff may ask you questions about something you saw or suspect. They must listen closely when you tell them what happened.



Pay attention

Staff must pay attention to all incidents, including near misses.

Eurobodalla Meals on Wheels -Mission

Purpose

Eurobodalla Meals on Wheels helps make our community stronger by providing services that contribute to the health, wellbeing, and independence of people.

Core Values

Honesty

*We hold ourselves accountable to the community for our actions.
We are trustworthy and discrete in our dealings with others.*

Empathy

*We are respectful and caring of our clients, volunteers, and staff.
We value diversity in our community and aim to maintain the dignity of those we help.*

Commitment

*We are motivated to undertake our work in a reliable and professional manner.
We are loyal to the organisation and accept responsibility for helping the clients we serve.*

Continuous Improvement

We seek to be the best we can be in our dealings with others and in the way we conduct the business and affairs of the organisation.

We seek to improve our efforts and evaluate our performance and achievements regularly.

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