

2023-2024

Annual Report



Meals on Wheels™
Eurobodalla

Presentation at the Annual General Meeting
11th November 2024
Batemans Bay Office

Chris Minns, Premier of NSW
(Australian National Neals on Wheels conference)

"Volunteers open up their hearts to strangers."

"Volunteers have a sense of community."

"The value of your work can't be quantified."

"The importance of the human touch can't be replaced by an App or someone on an electric bike."



The Aged Care Quality Standards



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 Government.

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.



Directors

At the Annual General Meeting in October 2023
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:
 - o Over twenty years with Campbell Page both in Australia and in the UK where I was the Chair.
 - o Ten years on the Board of Aged and Community Services Association of NSW & ACT.
 - o Three years on the Board of Australian Rotary Health.
 - o One year on the Committee of Management of Yumaro Inc in Moruya
 - o Two years as a Director of Banksia Villages.
- 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)

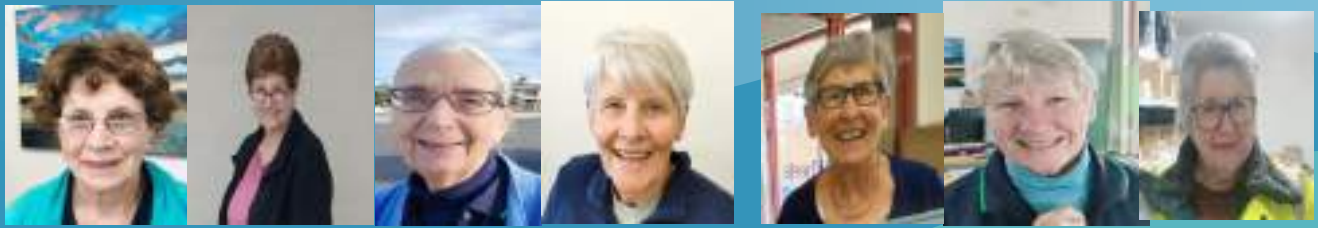
- I moved to Batemans Bay from the Southern Highlands, where I was born and went to school.
- I ran a successful accounting practice in Moss Vale for many years and now work from home in Lilli Pilli.
- I am currently the Treasurer of
 - o Batemans Bay Youth Foundation.
 - o Catalina Golf Club Lady members.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



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 have been
 - o a Registered Marriage Celebrant and I have been privileged to conduct Funerals.
 - o the President of Tuross Head Progress Association.
 - o the President of the Tuross Head Country Club.
 - o a member of the Tuross Head Business Owners Association.
 - o involved with many community organisations holding committee positions in all of them including Tuross Playgroup, Tuross Youth and Sports Club and Eurobodalla Bushfire organisation.
 - o a committee person on St Peter's Anglican College P& F; Tuross Marine Rescue.





Jan Young (Chair: Food Panel)

- I arrived in the Eurobodalla, with my husband Steve, in 1995 from the UK.
- I have had an involvement with
 - o the local Brownie Pak.
 - o the P&F of the newly built Carroll College.
 - o both Moruya primary and high school canteens -the latter for 18 years!
 - o initiating the 'Books for Babies' programme at Moruya Hospital with my husband. Nearly 7000 books have been distributed.
 - o Moruya Rotary as an Honorary member (2013).
 - o Eurobodalla Catering Brigade (an inaugural member) -more food! Our busiest time ever was during the 2019-2020 bush fires.
- 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 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
 - o a Member of the Australian Institute of Building Surveyors.
 - o as a Building Consultant and a volunteer judge of their Awards with the Master Builders' Association Southern New South Wales.
- 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 Meals on Wheels in 2008 and joined the Board in 2015.



Michael O'Connor

- Born in Dublin, I 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
 - o Rural Fire Service and
 - o Patient Transport for NSW Cancer Council.
- Cooking is a hobby and I cook for a group of Narooma friends each month.



Derek Hoare

- Professional Mechanical Engineer.
- President/Director of tropical agricultural plantations in Indonesia.
- Consultant to agricultural projects in Indonesia, Malaysia, PNG, Africa, 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	8	9
Cathy Milliken	6	9
Deborah Buchanan	6	9
Jan Young	7	9
Jim Greenshields	8	9
Derek Hoare	9	9
Michael O'Connor	7	9

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 resigned in 2017 and was appointed Manager.
- Appointed to the New South Wales Meals on Wheels Board in October 2024
- 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).



Strategic Plan 2024-2026

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.

Strategic Elements

Growth and Sustainability

- To seek more time to care for our clients.
- To provide 'more than a meal' for our community.
- To seek ways to expand our present business model.
- To secure the new business opportunity accepted.
- To review and monitor the 'competition' in Aged Care services.

Clients

- Advocacy for our clients.
- Increase the range of services available to clients.
- To seek how we may better serve the clients' needs.
- To Review Care at Home and Home Care Packages.

Workforce

- To encourage imaginative and authentic leadership.
- To seek opportunities for our volunteers to develop skills.
- To maintain the best possible paid and unpaid workforce.
- Education and Training to be a cornerstone for employees.

Marketing

- To develop a Marketing Plan.
- To seek marketing experience on the Board.
- Create an 'umbrella' name to cover the organisations functions.
- Review how Clients gather information on available Aged Care services.

Governance

- To review the Cooperative status.
- To seek appropriately qualified skill-based Directors.
- To build confidence in the role and responsibility as Director.
- To establish an ongoing training programme to assist Directors in their role.

Systems

- To be aware and implement a strong Serious Incident reporting Scheme (SIRS) programme
- To review the social media communications.
- To establish regular review process of Client Care Plans.
- To communicate changes to menu and programme to clients in a timely manner.
- To establish an internal communication system so all information is gathered and passed on quickly.

President's Report

*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. But this year, in particular, I must thank all Directors and staff for their assistance. This has been a very, very busy year with the formalisation of the amalgamation of Eurobodalla and Southern Shoalhaven Meals on Wheels and evaluating a range of Strategic Questions which has seen us now settling into our new facility. The next few months will provide some consolidation time for the new systems and routines to be cemented into place.

Since 1 November 2023 we have been a much larger organisation. It has taken a great deal of effort to consolidate the new combined organisation into place and I commend all our staff, and all our volunteers for their work but especially I commend them the way they care for our clients especially through all the changes. This is of course our core business at Eurobodalla Meals on Wheels.

I believe we are very fortunate to live in such a beautiful part of the world, from Sussex Inlet to Wallaga Lake, and to have such lovely people caring for the vulnerable members of our community is a bonus.

Through all the changes, we have maintained and developed our core business and met our Mission

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

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

The Board continues to provide guidance and direction for the organisation following the strategic options put forward by the Manager.

These, in the main, focused on the organisations strategic direction and on meeting the needs of the communities between Sussex Inlet in the north and Wallaga Lake in the south. Once again, the Board has risen to the challenges and evaluated what was put before them before making the appropriate decision. The staff have implemented them and I commend them on their work and passion.

While the usual functions of the Board remained like previous years – the additional planning for the consolidation and relocation of the organisation added to the Boards agenda and responsibilities. While doing this the following responsibilities continued:

- 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 because of the Royal Commissions work into Aged Care and the new Aged Care Act presently before the Federal Parliament.

What does Eurobodalla Meals on Wheels need to do better?

Nil menu
leave it off the menu
More various venues
Establish a system that allows clients to keep a check on the amount of money to be drawn out of their bank account

Volunteers are excellent
Leave out this question
Tell me how to clean out the garage
Stop changing things when they are no broken ideas for outings
Some of the meals could be improved in quality

Provide some meals for diabetics in the
When our choice of meal is not available we rather
Keep the service as it is
Good
More email use
Client Survey 2024

Each year I have noted that our Board sub-committees have continued to work hard and use their expertise to benefit our clients and the Cooperative, and this year was no exception. A great deal of work is done by the committees before recommendations are presented to the Board.

I especially wish to thank the three Chairs -Deborah Buchanan (*Finance, Risk and Audit*), Jan Young (*Food Panel*) and Cathy Milliken (*Policy and Administration*) for their leadership and their work with the Manager to achieve some outstanding results.

- **Food Panel**

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

Jan Young has had another very successful year as the Chair of the Panel, and 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 welcomed Laura Cockroft (Ulladulla) and Kelley Hill (Moruya) to the Panel as our paid staff who look after the meals side of the business.

We will also welcome Lyn Newton (Ulladulla) to the Panel going forward.

I would like to thank Isabel Carey, who has been a most valuable member of the Panel for many years. She will leave the Panel at the end of this year.

- **Policy and Administration Committee**

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

Cathy Milliken has continued as an outstanding Chair.

The ongoing review of the organisations policies is done methodically and against a timeline which means nothing is missed.

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 has been a dedicated Chair of this committee.

She has developed a wonderful working relationship with the Finance Officer and together they have brought two organisations into one.

Her expertise continues to be highly valued and greatly appreciated.

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.

What does Eurobodalla Meals on Wheels do well?

Everything
Great staff and volunteers
The service you give is the best
Meal delivery
Providing a welcoming place where I can have company
Social
Pioneer club is great
Service
You seen committed to support

Provide a service for older people who are unable to shop
Menu
Deliveries
Great volunteers (friendly and kind)
All staff are friendly and respectful
I like mini meals and desserts
Deliver meals promptly

A wonderful organisation
I look forward to coming
Conversation
Care
Follows up if we forget to order
Client Survey 2024

Chat
Make you feel welcome
Taking orders
Information
Fun

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 questions before us, this has been especially important.

I thank all committee members for their valuable contributions.

The Board ...and its membership

At the Annual General Meeting we will bid farewell to Derek Hoare. Derek has given two years of outstanding Service - I know the Manager enjoys the diligence with which Derek looks at the typing of Minutes and other notices. I am sure the Manager will miss this proofreader!! It is hoped that Derek may stay on our Policy and Administration Committee.

The Board as at the 2023 AGM

President

Phil Armstrong

Directors

Cathy Milliken, Deborah Buchanan, Jan Young, Jim Greenshields, Derek Hoare, Michael O'Connor

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.

Our staff has grown as we accepted all staff members from Southern Shoalhaven Meals on Wheels. The Board was very much of the view that all should come, and all their entitlements should be transferred as well. Both happened.

The Board would like to acknowledge Alan Russell as Manager and all his staff of Nicole, Kelley, Cathy, Rachel, Barbara, Laura, Suzy, Emma and Rowena. Their dedication and commitment to ensuring that our clients are the priority is acknowledged and greatly appreciated.

The Board acknowledges the work of Nicole McDonald who received the Eurobodalla Business Award for Employee of the Year, then the Regional Award and was a State Finalist. A great achievement which recognises her efforts during the merging of the organisation.

Board...and its finances

The year has been successful and our thanks to all the staff for the care and control of the finances.



We have been fortunate to be in the position we are so to be able to achieve the outcomes to the Strategic Questions put to us.

The Board is aware that the future may not be as easy as the recent past so plans have been made to make sure we are prepared for any changes should the new Aged Care Act create a different environment for us to work within. The Board is comfortable that it has sufficient cash to meet its current financial commitments.

The fundraising at the Moruya Rodeo, and the donation from Michelle Coddington Real Estate as well as a win in the Elgas Act of Kindness campaign has brought in excellent funds. Thank you to all who were in some way involved in these projects, and especially to Michelle for her support.

Board...and its responsibilities

The Board's 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 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 in our Strategic Plan. This includes looking to the future and how the business may develop.

Last year we took the big step of merging with another organisation. This year we took another big step by moving to bigger premises (*and we do acknowledge and thank Mr Michel Nader for his years of support as our Landlord*) and new beginnings. 2025 will be a year of consolidation and building upon what we have.

The Board continues to consider the name of the organisation. Eurobodalla Meals on Wheels will remain our legal name, but our day-to-day operational name is still being considered.

The changes in the Aged Care sector are to be significant and as 1 July 2025 approaches, we need to make sure we are ready and prepared for the new opportunities before us.

If we wish to survive, we must be versatile, forward thinking, and willing to change and develop.

As we have worked through our relocation, I would like to thank Jake Cartwright from Jake Cartwright Legal for his support and positive encouragement as we have evaluated our move and lease.

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 prepares 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 year in 2025.

Phil Armstrong,
President

The Strengthen Aged Care Standards

These are part of the new Aged Care Act and will come into operation from 1 July 2025.



Manager's Report



This year has been a very big one for Eurobodalla Meals on Wheels. Our business and service to the community has grown and the business is positioning itself for a new environment as the Federal Government addresses the concerns raised by the Aged Care Royal Commission.

A new Aged Care Act has been developed and is being debated in Parliament for commenced in July 2025. This is later than planned, but as it is a major social reform, taking the time to get it right is important. It is being labelled a 'generational change' opportunity.

The Aged Care Act has clients at its centre. This may appear to most as what should have been there already, but the old Act was more in tune with what providers should be doing.

With this change, the Royal Commission was hoping that the processes would be simpler and easier for older people to navigate. We shall see. From the seminars and briefings as time has moved closer to implementation, this does not appear to be the case. In fact, those looking closely at the Bill before Parliament, are finding interesting pieces of 'detail' amongst the 650 pages of text. The devil could be in the 'fine print', so more study is required. The comment was echoed by other Managers at the New South Wales Meals on Wheels AGM.

In preparing for the changes, Eurobodalla Meals on Wheels is doing well. The President and I took advantage of a seminar with Paul Sadler Consultancy to see if we were prepared for the new way of doing things. It appeared that we are.

In 2022 we were asked to take on the Management of Southern Shoalhaven Meals on Wheels. This was to be for a year from 1 November 2022 until the end of October 2023. The Finance Officer and I travelled weekly to Ulladulla, and several new initiatives were put in place. Not long after starting, the Management Committee of Southern Shoalhaven Meals on Wheels sought to merge their organisation with Eurobodalla Meals on Wheels.

- The reason for the change in management was the lack of applications for the role of Manager as Vicki Love wished to retire.
- The reason for the Governance change was that the Management Committee was unable to seek new candidates to oversee the governance of the organisation.

The Eurobodalla Meals on Wheels Board spent a considerable amount of time evaluating the request and what the concept may look like. Then it was agreed to go ahead. Steps were taken and a Deed of Novation was agreed to by the Department of Health and Aged Care with the merger happening on 1 November 2023.

Eurobodalla Meals on Wheels has expanded, gained new clients, new volunteers and new staff. The Southern Shoalhaven staff were guaranteed employment, and the Board voted that all entitlements were to be carried over to the new organisation.

Eurobodalla Meals on Wheels Board did agree to look at a new name for the organisation. Eurobodalla Meals on Wheels Cooperative would remain the legal and official name, but a survey was conducted to find suggestions on a new name. This process is well underway and options continue to be evaluated by the Board.

Eurobodalla Meals on Wheels now stretches from Sussex Inlet in the north to Wallaga Lake in the south. It has two offices (Moruya-Head office (now Batemans Bay) and Ulladulla). It had two distribution centres (Sussex Inlet and Narooma) to



manage. However, at the time of the Annual General Meeting the Head office has been relocated to Batemans Bay. And the centres in Narooma and Moruya have been closed.

The business has

- a staff of 10, which will increase to 11 with the relocation a Storeman has been added so to look after the two freezers and movement of stock between centres.

As the year progressed a range of issues were dealt with such as

- having one finance system and
- banking arrangements having to be established across the business
- the Client Management System had been introduced at Ulladulla spread across the business
- an Operations Manual to cover all processes and procedures which will be ready for 2025
- representation on the Board and its subcommittees to represent the whole business environment
- a Food Hub and central ordering system across the business
- preparations to upgrade the freezers in Ulladulla and Sussex Inlet
- a new telephone and computer system
- a new website (October) and Facebook site
- combining events such as the volunteers High Tea
- managing a fleet of cars and buses
- introducing shirts and badges for volunteers in Ulladulla and Sussex Inlet
- gradually introducing new delivery bags to Ulladulla and Sussex Inlet

The Board has been very much aware that the whole of the business must benefit from the merging of the organisations and not see one location different to another.

Governance is important and it is hoped that the Annual General Meeting this year, and in the past few years, will see Directors from across the system being elected.

The culture within the Board has been amazing, and I thank all Directors, and the Management Committee members for their dedication to the services we provide, and for their work in bringing the new organisation together.

The three Committees of the Board, (*Finance, Risk and Audit; Policy and Administration; Food Panel*) will all be refreshed after the Annual General Meeting. We wish to have representation from all areas on these committees as well.



Volunteer and Client Forums have recommended across the organisation. We aim to hear what the groups have to say on matters important to them and on the organisation.

There have been several surveys this year. The annual Client Survey and the Volunteers Survey were completed, and the feedback was valuable. There were also two requests for feedback on the 'Our Name' discussion. The first gave a list of possible names for consideration and the last, and an important survey had three options for comment. As noted, the consideration of the name continues.

My thanks must go to the staff at both sites for their efforts as we have merged. There has been one full team meeting during the year and in 2025 there are three planned. It is important that everyone meets to discuss processes and procedures, plans and general issues of concern. Site Team meetings will continue to be held.

The bringing together of the two menus saw our offering to clients become substantial. It was decided to accept all items and to evaluate the popularity of menu items after several months. The new menu started on 1 January and was evaluated in May. Some items were removed but the menu still has over 100 items available. Choice was important for our clients.



The new menu created storage issues, and supply issues. This raised several questions and to answer these the concept of a Food Hub was established. This concept has been agreed to and will allow for

- one central ordering system,
- one monitoring system and
- a single control point over supply.

This will see a central freezer located at the new Batemans Bay site. The Narooma freezer has been dismantled and due to its poor condition, disposed of.

The Narooma freezer was to be the Food hub but issues such as

- at the southern end of our area,
- distance to all centres and
- the freezer having caused issues for several years saw the need to consider other options.





Therefore, several Strategic Questions were put to the Board and a great deal of discussion on the future and present needs of the organisation was held. The outcome of these discussions has seen;

- a new freezer van purchased to transport food between offices and distribution centres
- the decommissioning of the Narooma freezer
- the establishment of the Food Hub concept
- new ways of distributing meals south of Batemans Bay have been trialled and introduced
- the ending of the lease with the Eurobodalla Shire Council for the Narooma site and the ending of a wonderful relationship with Mr Nader in Moruya.

The need to create the Food Hub center and the possibility of the Head office being more accessible to the whole service were then fully discussed.

A new facility was investigated, and the Board gave in principle agreement for me to look further. A number of sites in Moruya and Batemans bay were considered. A location was found, and discussions started. The new facility would easily allow for two walk-in freezers (*one for the local food stock and one for the Food Hub*) and the ability to garage our vehicles securely under cover.

The result is a new office. Our moving day was set for 1 November 2024, after a lot of development work!

Group Social Support has been a very important part of the Eurobodalla Meals on Wheels offering. It was originally located in a cottage in Batemans Bay but was then taken 'on the road' so more clients could access the programme. After Covid the clients sought to change their focus and the Out and About theme guided what they wanted to do. So, this 'family' as they call themselves, is now visiting many different places, having new members join and is very popular. There are on average 16 clients at each event.

Some of these events have been with the clients in Ulladulla. This mixing is popular and will happen more.

The three Ulladulla groups have changed their calendar of events and are out and about more often. This is proving to be very popular, and the places visited have been well received. The Feedback reports have indicated that the clients are very excited by the adventures. This year the Christmas Party in Ulladulla will be open to all who wish to attend.

Our volunteers do a wonderful job assisting across the Groups and special thanks go to those in Ulladulla who cook the clients their lunch at each session. They provide a wonderful two-course meal for each session plus morning tea.

One of the vehicles from Moruya (*the people mover*) was moved to Ulladulla in August. This will support their bus and enable more clients to be collected for the events and days of activity.



This will be especially helpful for the Special Interest Groups (*Card Making and Scrabble*). Each group meets once a month. It will also help with the longer meal runs and bring an additional support system to the area.

Individual Social Support is very difficult to develop to its fullest potential. The need for volunteers to meet the wishes of clients, at a time when the clients want assistance, can cause issues. I am very grateful to the staff who work on getting volunteers. Often it takes several hours to organise an event. Their patience, dedication and problem-solving skills are extraordinary.

We have had to look at this area as the Funding Agreement Manager (Department of Social Services) has asked how we will develop the ISS area to meet our Outputs. Word of mouth is the best answer along with referrals coming through from the assessors. But without volunteers in this area, we are unable to meet all requests.

It has long been said that the volunteers are the life blood of our organisation. This is so true and without their efforts we could not achieve what we do. My thanks, and those of the Board, to all volunteers.

We try to celebrate your efforts with our High Tea each September. This occasion is an opportunity for volunteers to meet each other and to have a few laughs over too much wonderful food! We thank Jan Young and the folk from Moruya Rotary for their extraordinary efforts in preparing for this day. We had one bus load of volunteers and staff from Ulladulla, and hope they enjoyed it so much that they return next year, and with a friend. We had 70 attending this year.

This year we have established a CATS Team. This is a Client Assistance Team. These experienced volunteers will assist clients, new and old, to complete the necessary paperwork required by us, and My Aged Care (MAC), should they be unable to manage themselves. This information can be private and sensitive, so we need to treat it carefully and confidentially. These teams (*three pairs located at each office*) will complete these tasks as well as their regular roster commitments. We are very grateful.

Our Wallaga Elders Social Support work has been under review for most of the year. The partnership with Red Cross, Uniting and Merriman's Land Council took a hit when the NSW Red Cross decided to close their Narooma office. However, we offered to maintain the operation with Merriman's new CEO offering to take a bigger lead and Grand Pacific Health (Bega) giving some support. The programme will be evaluated before 2025 to see if the new format will work. There will also be a Yarn Up with the Elders to gauge the direction they wish the group to take.

PALZ (*Professionals with Alzheimer's*) has not happened this year. It is a valuable programme but we have not been successful in getting meetings organised. I am hopeful that 2025 will be better.

NSW Meals on Wheels Honours Roll

Anne Wakelin	44 years
Jean Venville	25 years
Isabel Carey	22 years
Denise Clarke	20 years
Lindsay Hawken	20 years
Tony Turner	20 years
Gwen Lea	20 years
Lyn Newton	20 years

Community promotions have happened. The one at Banksia Village outlined what we do in all areas- meals Groups Social Support and Individual Social Support was very successful. We also noted the PALZ programme for the Banksia folk, as they had been keen to attend in the past.

Our Open Day in Dalmeny brought a significant number of new clients. Our sincere thanks to Michael O'Connor who walked Dalmeny and Kianga streets twice, to promote our service and our Open Day. His advice on how to develop such an event was invaluable and excellent professional development for me. Thank you, Michael.



It was especially pleasing that at the Eurobodalla Business Awards to have the work of our Finance Officer recognised. Her nomination celebrated what an amazing job she had done in the merging of the two organisations. The work on banking, direct debits, processes and procedures, and systems has been most valuable. Nicole won the Employee of the Year award for the local area and went onto the Regional Finals where she also won. It was then onto the State Finals on Wednesday 30 October at the Convention Centre in Darling Harbour.



We acknowledge the work of Bethany McLean (*Client Services Officer*) at Moruya for many years. Bethany left in October 2023 and her position was taken up by Kelley Hill. We brought in Rachel Cooper in November to assist with Out and About.

The staff from Southern Shoalhaven who became part of Eurobodalla Meals on Wheels with the merger are Laura Cockroft, Suzy Gibson, Emma Donnelly and Rowena Barton. Welcome to the team and we look forward to your lovely manners and caring ways continuing for the clients and volunteers who work out of the Ulladulla office.



New South Wales Meals on Wheels has continued to offer support, and I thank the new Network Leader (Simone Despoges) for her efforts in her new role. She is very enthusiastic and brings a new set of skills to our meetings which are appreciated.

I was honoured to be asked to join the New South Wheels Meals on Wheels Board for the next two years. Our Board, and my wife, were happy for this to happen as the meetings can be attended by zoon. It is also possible to fly to and from Sydney on the day of the meeting! I hope this gives us more of an insight into what is happening in other places, which may assist us!

We have a very dedicated team of volunteers throughout our operation. As I noted before, we cannot do without any of our wonderful team of volunteers. Across the system we have a number who have been recognised by New South Wales Meals on Wheels for their dedication and length of service.



We congratulate those listed above for their considerable service. Their names are on the New South Wales Meals on Wheels Honour Roll at their Annual General Meeting on 21st October.

I wish to thank our suppliers who were there for providing what we need and when we need it.

The Moruya Rodeo offered us the opportunity to 'man' the gate on new years day. A team of dedicated staff and volunteers were there and we gained \$8000 for the days efforts. We plan to be there in 2025 as well. We were also supported by Michele Cottington Real Estate who donated \$2000 to us and our win in the Elgas Act of Kindness saw another \$1500 support our work. Thank you to each group for your support.

The Parliamentary Friends of Meals on Wheels held a function at the Parliament House in Canberra. It was an honour that Denise and I were able to attend this along with other managers and Board representatives, Members of Parliament and Senators. We were able to hear from the Co-Chairs of the Committee, the Speaker of the House, the Australian President of Meals on Wheels and the New South Wales President. The function enabled us to complete the celebration of 70 years of Meals on Wheels....and we did try some of the Unforgettable Cake.

Australia Meals on Wheels National Conference was held in Sydney in July. The President and I attended the two-day event and enjoyed some memorable speakers, gathered some interesting information, met suppliers and heard what the organisation is doing for us, especially around the new Aged Care Act.

I must thank the Board and Management Committees for their efforts.
These have been considerable this year.
At times I know some have felt rushed, but time has not always been our friend.

To the Southern Shoalhaven Management Committee, thank you for all you did over many years. Some of you have been on the Committee for over 14 years and your hours of consideration of matters is greatly appreciated.

Southern Shoalhaven Meals on Wheels
Management Committee
as at the time of merging
President: Sue Crotty
Acting Treasurer: Geoff Millard
Carol Bloomfield, Michele Brooks, Denise Ledwick

*Thank you for your service to the clients,
volunteers and staff over the years*



To the Board of Eurobodalla Meals on Wheels thank you for your diligence and support of the organisation. You continue the philosophy of 'discuss, debate and decide' on all the issues and as a result we have built an excellent culture within the Board and to date we have made wise and valuable decisions.

Thank you to Derek Hoare who is not seeking another term....your assistance and eye for detail has been valuable on the Board and on the Policy and Administration Committee.

I believe that the Board has positioned the business well to take advantage of present opportunities and those of the future.

I personally thank you for the support of me, and Denise, as we have moved the organisation forward.

2023-2024 has been a very busy year. We may have moved quickly, but there has been a need to make decisions and to move ahead when opportunities have presented themselves.

We now have the next two months to make sure everything is set and that we can have a very good year in 2025....one of cementing what we have achieved and making our organisation the best it can be.

Alan Russell JP
Manager



Meals Report

The core of our business and what we are known for.



Menus

With the merging of the two organisations there was a decision to bring the two menus together. This provided our clients with a choice of 108 items. This was a huge expansion for all clients and provided more choice.

The decision was to evaluate this new menu after three months. This was stretched to five months and in May all items were reviewed and some removed from the menu. However, over 100 items remain.

The menu was redesigned for clients and the feedback was positive. Many found it easier to locate the meals due to the categories they were grouped under.

Feedback also saw a large A3 menu printed for clients and provided in each Information pack sent to clients.

Each supplier was very good at staying in touch with us and updating us early on price changes. The Board made the decision not to look at an increase in meals prices in the middle of the year. However, they will continue to evaluate costs in January each year. The Board is very aware of the 'cost of living' issues facing many people and are in the fortunate position of being able to hold costs and be of assistance.

The Christmas Menu was successful again. The choice of meals was well received and appreciated.

As has long been the case, our menu continues to evolve and to be evaluated by clients and the Food Panel. We thank the Panel members for their insight and assistance.

Thanks especially to Isabel Carey for over 10 years service to the Panel.

Suppliers

We have been fortunate with our four suppliers. MyChef have changed their name to Farm Door and are advertising their product as 'fresh and farm based' product from Wagga Wagga.

We have also had Southern Shoalhaven Meals on Wheels providing desserts from their commercial kitchen. We are looking forward to the possibility of their expansion into the production of meals as well.

We continue to appreciate the open communication, the quick responses, and the positive way they have sought to assist us, especially if there is a complaint or concern from clients

We are very keen to make sure that eating a good meal 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 100 items on our menu."

Social Support Report

We remain proud of what we can do in these areas.

Groups

At both sites we can offer special services for our clients. These Group activities are designed to make sure our clients are not at home and suffering from loneliness. The programmes at each centre are quite different but have at their core, to provide fun and laughter for each client at each event they choose to attend.

The Moruya based group operates three days a week. This Group use to have a base in Batemans Bay but several years ago it was 'taken on the road' so to be able to get to more clients. After the bush fires (2019-2020), and COVID, the group decided they wished to be Out and About and visiting sites, attractions and places for lunch, up and down the coast.

At least 16 clients plus staff and volunteers use the two buses to travel to all manner of places. The group regards itself as a family and the care for each other is amazing. It has been unfortunate that the group has lost a couple of their members during the year but a tribute that the group supports each other in life and death.

The staff have been very busy devising, with the clients, very interesting programmes. They are wonderful at balancing the events, so no group of clients misses out due to location.

The Ulladulla based groups are slightly different. The three groups have their own personality and one of the groups is a women's group. It is pleasing to see people moving between the groups according to the programme which is being offered.

The Groups are going out and about more often and each month a highlight is planned. Their travel is becoming wider and more varied.

The Groups are supported by excellent volunteers and in Ulladulla the teams who cook lunch are very special and their meals are a highlight.

Since the merging of the organisations, there has been a great deal of discussion on the programme between staff. Many joint events have happened. There will be a planning day in November to coordinate more of these days and to make the most of attractions and events for everyone to enjoy.

Special Interest Groups

In Ulladulla two Special Interest Groups (Scrabble and Card Making) have been running for several years. And they are still popular with a core group of ladies at each one.

The groups operate monthly although there is the possibility of scrabble operating twice a month.





The Groups meet on a Tuesday morning and share morning tea while playing their games or creating new products.

Individual

This is an area where we love providing assistance but one in which we are hindered by the number of volunteers we are able to employ to assist.

Our clients love having the special assistance with shopping, being taken to appointments or for a walk or just enjoying the company of someone else.

An area I would like to develop during 2025 as it would have great benefit for our clients, our volunteers and our community.

Wallaga Elders

As reported earlier this group is going well however it is under review as the Red Cross has closed its Narooma office.

The review will look at the viability of the Group, at the programme and ways to meet the expectations of the Elders.



PALZ

Still affected by the COVID pandemic, it will be 2025 before any great strides are taken to make this a viable option again.



Supporters



We have been supported by:

- Rodeo Association of Moruya
- Moruya Rotary
- Moruya Jockey Club
- Community Connect Ulladulla
- Students from Ulladulla Public School and Sunshine Bay Public who did our 2023 Christmas cards
- Students from Sussex Inlet Public School and St Bernards Catholoc School who did our 2024 Christmas cards
- Radio 2EC and their Elgas promotion
- Radio 2EAR and their free publicity of our work
- Insurance Advisernet



2EC and Elgas LPG have teamed up for another year to help out our non-for-profit community and sporting clubs across the Far South Coast with Acts of Kindness!

✨ Did you know Elgas LPG have shared more than \$100,000 to our non-for-profit clubs over the last several years ? Now that's an Act of Kindness!



Congratulations to Amy on her medal at the Special Olympics



Staff



Management

Manager:

Alan Russell

Finance Officer:

Nicole McDonald



Eurobodalla Team

Client Services Officer:

Kelley Hill

Out and About Coordinators:

Rachel Cooper

Cathy Cooper

Reception and ISS Coordinator:

Barbara Phelan

(finished 7 November)

Maree Dickinson

(started 4 November)

Storeman:

Regan Coles

(started 4 November)

Administrative assistant:

Amy Lockton





Ulladulla team

Service Coordinator:
Volunteer Coordinator:
Social Coordinator:
Groups Coordinator:

Laura Cockroft
Suzi Gibson
Emma Donnelly
Rowena Barton



Standard 6, Food and Nutrition



Standard 7, The Residential Community



Volunteers

Our cornerstone



High Tea 2024

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

We had over 70 people attend this year which included volunteers the staff and the Board members.

This was the first year that staff and volunteers from the former Southern Shoalhaven Meals on Wheels group could join us.

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.



The President of Meals on Wheels Australia (Paul Sadler) with the Speaker of the House of Representatives, Senators and Members of Parliament at the Friends of Meals on Wheels event and with the Unforgettable cake created to mark Meals on Wheels 70th anniversary.



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.

Head Office

Was:

Shop 6, 73 Vulcan Street
Moruya, NSW 2537

Now:

1/11 Kylie Crescent
Batemans Bay NSW 2536

02 4474 4464

admin@eurobodallamealsonwheels.org.au

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Ulladulla Office

1/73 St Vincent Street
Ulladulla NSW
02 4455 2861

Sussex Inlet Office

183 Jacobs Drive
Sussex Inlet NSW
02 4441 3745

