

CLIENT NEWSLETTER JANUARY 2026

2026

Happy New Year to you from all of us.... we hope the year is good for you and that we may assist you with meals, events, social gatherings and with company. Always feel free to contact one of the team...staff or volunteer with a request or comments and we shall see what we are able to do for you.



I can guarantee that we will have a smile and be ready to chat with you, help fill in a form, or provide some information. If we don't know we shall find out so we are able to help.

As with most new years we have the best of intentions and soon find we can't achieve all of them!

This year, we will be bringing together our new Strategic Plan. This three year Plan is to guide the development of our organisation and your input will be most important. I will be asking you for your ideas to assist us in making sure our organisation meets your needs and the needs of the community as a whole.

In a changing world, we want to make sure our Meals on Wheels organisation continues to serve each community.

Therefore, you will have a formal opportunity to provide feedback twice this year...once towards the Strategic Plan and secondly in our annual survey. I look forward to your thoughts.

Feedback is important to us, and it's a requirement under the new Aged Care Act, that we seek it, and remind you each month to provide it. So always feel that you can comment, provide suggestions or alert us to something which you may think is not right so we can correct it.

In February, our Food Panel will meet on the 12th. They will be looking at future developments and ideas for our menu but also

be evaluating our Christmas menu, and the hours of service offered over Christmas. If you have any comments on the menu or the delivery service over Christmas/New Year, then please let one of the staff or volunteers know.

FEEDBACK

We welcome your compliments and complaints.

Please contact your nearest office with any feedback.

As part of our Continuous Improvement objective your feedback is important to our organisation.

New Aged Care Act Statement of Rights

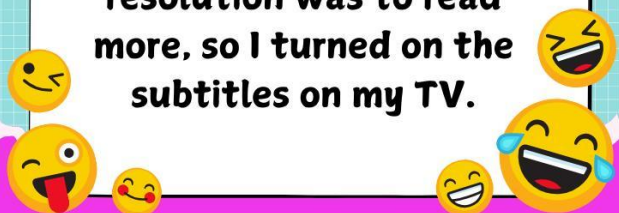
- Choice and Control
- Get the services you require
- Safe services that work well
- Safe and private information storage
- Get information and the right to speak up
- Get support from other people

Open Disclosure Policy

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

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

**My New Year's
resolution was to read
more, so I turned on the
subtitles on my TV.**



All our services are up and running again. It has been nice to see so many people coming on our outings and if you would like to be involved then let us know. We will guide you as to how to register by getting your referral from My Aged Care and then how to book in for one of our wonderful events.

Remember that we provide meals, Group and Individual Social Support and the staff will guide you through the access to each of these.

Our Board is also entering the new year with new leadership. At the Annual General Meeting we had Phil Armstrong stand down as Chair after 9 years. He remains on the Board but the President is now Cathy Milliken. Cathy, for the last 9 years was Chair of the Policy and Administration Committee, and has for many years been leading Boards and community groups.

We thank Phil for his service and welcome Cathy to her new role.

Each month we host new volunteers at our Induction meetings. If you know of a neighbour, friend or family member who you think would bring a smile and cheerful greetings to others, please ask them to become a volunteer with us. If they contact Suzy in Ulladulla (44552861) or Matte in Batemans Bay (44744464) they will provide the information and tell of the arrangements, especially of the next Induction.

Shortly a number of events will be advertised including

- the monthly promotional events planned for throughout our area to tell of our services...starting in February.
- the dates for our Clients and Volunteers Forums.

Australia Day is just around the corner and a chance to think of all the great things we enjoy by living in Australia. We are indeed very lucky to be so far away from the troubles seen in other parts of the world and hope that events such as the Bondi tragedy do not happen again. We are aware of Meals on Wheels clients and volunteers from Sydney who lost their lives and think of their family members.



Eurobodalla Meals on Wheels is here to assist and the Purpose in our Strategic Plan is...

Helps make our community stronger by providing services that contribute to the health, wellbeing and independence of people.

This will be our purpose in the next Strategic Plan but how we do this will require your ideas and contributions.....more on this next month.



Have a great year.
Alan Russell,
Manager

The Board

President: Cathy Milliken
Committee Chairs:
Finance, Risk and Audit: David Friedlieb
Policy and Administration: Paul Rothe
Food Panel: Jan Young
Directors:
Phil Armstrong, Lyn Sandford

The Staff Management

Manager: Alan Russell
Finance Officer: Nicole McDonald
Community Officer: Matte Willis

Batemans Bay Office

Client Services: Kelley Hill
Group Social Support (Out and About):
Cathy Cooper, Rachel Cooper
Individual Social Support: Matte Willis
Storeman: Regan Coles
Office assistant: Amy Lockton from Yumaro, comes each Friday.

Ulladulla Office

Services Coordinator: Laura Cockroft
Volunteer Coordinator: Suzy Gibson
Social Groups Coordinators: Emma Donnelly and Rowena Barton

Sussex Office

We are very fortunate to have Michele and Roz looking after things up north.

