

VOLUNTEERS NEWSLETTER JANUARY 2026



Happy New Year to all our wonderful volunteers,

A new year starts and we already have clients who are taking advantage of our various opportunities. Our Christmas meals were very popular and the number of meals being ordered each day since has been pleasing. The number of clients attending our Group activities has been very encouraging. Everyone has been excited to see friends again and the chatter has been constant and the smiles wide.

The **Training Plan** for the year is set and we look forward to being able to meet with you at a number of events during the year. Once again we will be offering two First Aid courses (*Batemans Bay-22 April; Ulladulla-23 June*) and you are invited to upskill yourself at our expense! These have been great days in the past and everyone has widely acclaimed the professionalism and 'fun' of the trainers we use.

Our **Annual General Meeting** last year saw a change of leadership. Phil Armstrong had been President for nine years. He has now stepped down, but remains on the Board. Cathy Milliken is now the President and previously, for nine years, was Chair of our Policy and Administration Committee. Cathy has many years experience as a director or chair of a number of Boards and community organisations. We are still in good hands.

Our thanks to both Phil and Cathy for their service to Eurobodalla Meals on Wheels over the last nine years and into the future. We appreciate your wisdom.

We farewelled Jim Greenshields after 11 years on the Board. Jim came onto the Board when we had a shortage of members. He has given wonderful service and shown dedication to our cause. He'll be missed. And elected to the Board was Lyn Sandford who has leadership and governance experience. Lyn is based in Mollymook. We look forward to her contributions.

Feedback and Whistleblower issues are major points under the new Aged Care Act. These have been highlighted to the clients and we look forward to them continuing to

share their thoughts, any concerns and to highlight any issues they may have. If they share anything with you which needs to be passed onto me, or a staff member, please could you do this as soon as possible. And if you

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.

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 OAM, Lyn Sandford

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

have any feedback, please also pass this onto me or the staff or if you want to provide something to the Board, please contact the President.

With Australia Day having just been, I wish to remember the Meals on Wheels volunteer and the client in Sydney who lost their lives during the Bondi tragedy. Our thoughts are with those family groups and we hope not to see such an event being repeated here.

Congratulations to our past President Phil Armstrong on being awarded the OAM in the Australia Day Honours List. Well deserved Phil!

Australia Day is a time to celebrate our wonderful lifestyle with family and friends. I hope you were able to do this and that both this occasion and the Christmas/New Year period were a wonderful time for you and your family.



I am sure some enjoyed the cricket and now the tennis. Enjoy the talents of these men and women too.

Our organisation is very fortunate to have so many talented **volunteers** but from time-to-time people have holidays...so we need to have more people on our books, trained and ready to go. If you know of people who have a great smile, can provide cheerful greetings to others and who may like to help older people in our community, then please let us know about us. They may like to be one of our volunteers. There are so many roles and opportunities that we can take people from all walks of life -young mums, retired people, semi retired.....

I would like to thank everyone who, during last year, took on the changes we had to impose from the Rules behind

the new Aged Care Act. The collecting of times for visits/deliveries and pickups when on group outings has added to your roles. But it is now 'part of the system' and your positive assistance as we worked through these expectations is appreciated.

WE ♥ OUR VOLUNTEERS

Future events will be advertised next month, and this will include dates for our promotional events and the Client and Volunteer Forums. We will also be seeking your thoughts as we develop our Strategic Plan. This will be in addition to annual Volunteers Survey.

We are most grateful to have your assistance as part of our team.

Alan Russell,
Manager



"Hey, could we have some volunteers to stay and help clean up?"

