



**Meals on Wheels**  
Eurobodalla

## **VOLUNTEER WORKER NEWSLETTER DECEMBER 2018**

The time flies by when you are having fun!

It is hard to believe that we are into December already, that shopping centres have long had Christmas decorations in place and that advertisers are telling us that there are only so many days until Christmas. Once this Newsletter arrives, we will be starting the rush to get everything done!



Maybe you could stop for a moment, grab a cuppa and spend time to read some of the news from Meals on Wheels.

I wish to start by saying a big thank you to those who sent back their Volunteers Survey form. It was great to receive them and although the number was small, the comments were most valuable. It was pleasing to note that those who responded were very happy with what they were able to do for others, in the support we are able to give from the office and the joy they have in meeting clients each week. The comments were very positive.

As we get closer to Christmas, the time and help you can give to our clients who may not have family close is always appreciated. In the clients' annual survey, they commented about your smiles and cheerful assistance each time you visit. Thank you to everyone for the warmth of your visits and know that you bring joy to others at Christmas. [Please check that they have sent back their Christmas Menu.](#)



### **THE MANAGERS MEMO**



There is much happening within the Aged Care sector including the Royal Commission and various announcements from the Minister for Ageing.

The President and I went to the New South Wales Meals on Wheels Conference hoping to hear about the new initiatives coming through and how we are expected to respond. Unfortunately, we did not hear anything new so we will continue as we are. We do have our funding through until 30 June 2020, but there is no news on what could happen after that time.

Everyone we speak to does tell us there will be something in place as meals are vital to our clients but just how that will look is anyone's guess. The Board will look at the future when it reviews its Strategic Plan in March 2019. This will be an important discussion for the Cooperative and for our clients.

Two new words which have come through are 'Wellness' and 'Reablement'. These terms are to encourage organisations to assist clients to stay longer in their homes and to be learning 'old' skills again so they are able to manage better into the future. There will be more on this in later Newsletters, and at Volunteer Forums in 2019. We have already had to report on these terms and what our organisation does to support our clients in these areas. I am pleased to say that we do a great deal and your work and assistance does contribute very much to the 'wellness' and 'reablement' of our clients. Thank you and keep doing what you are doing, however you may like to see if your clients could put the meals into the freezer either alone or with your help. This is would be a step to meeting these goals.

A new menu started at the beginning of November and our Christmas menu has been distributed. Please check that clients know the regular menu has changed slightly, and get the Christmas menu back asap!!

**Could I please remind everyone of the importance of wearing our shirts and your name tags when delivering meals or working with clients.  
This identification is most important to the clients and the public.**

## BOARD NEWS

The Board conducted the Annual General Meeting of the Cooperative on Monday October 22nd. The meeting went smoothly and we have a full Board of Directors in place.

The Board has seven members - 4 men (Phil Armstrong, Jim Greenshields, Les Carter, Allan Schuback) and 3 women (Cathy Milliken, Michele Sacoor, Sue Proud). The Directors are spread evenly throughout the Shire and have a range of skills and experience. The Directors are aged from their early 40s to their early 70s. All of them have the cooperative and its work at heart. Phil Armstrong has been re-elected as President.

They meet each month and have three subcommittees; the Food Panel (Chair - Les Carter); Finance, Audit and Risk Committee (Chair - Allan Schuback); Policy and Administration Committee (Chair - Cathy Milliken).

If you wish to join one of these committees or are interested in the Board in the future then please become a Member of the Cooperative and have a chat with me about the roles and responsibilities.



## MEALS NEWS

As we move towards Christmas and things become busier for us all, could I remind you of these matters.

- ✓ Double Check everything...Have you got the client's next order? Have you checked the float before you leave the centre and when you return? Does the client have a Christmas menu?
- ✓ Duty of Care is a core component of our Cooperative and should you note anything out of the usual that you let us know at the office straight away. Thank you to the Narooma team which did this and we were able to get an ambulance to a gentleman who could be seen lying on the floor.
- ✓ We have had clients who have asked delivery people to leave meals in an esky which they leave at the door. We cannot do this for a number of health and Legislative reasons and we ask that you return meals to the Centre.
- ✓ The clients will be receiving an envelope closer to Christmas with a small gift and with a handmade Christmas card. Last year the students of St Mary's in Moruya did the cards, this year the students from St Peter's will do them. These will go to all meal's clients with their Christmas orders. Please hand these over with Christmas greetings and a big smile. The other clients we support will receive theirs through the Out & About staff and volunteers.
- ✓ Our Food Panel meets four times a year and reviews meal options. They have chosen some new items to put on the menu after taste testing them which have led to some minor changes to the menu from November. Some of our less popular items have been removed.

## OUT & ABOUT NEWS

Our new system of taking the Out & About throughout the Shire has been operating for two months now. Our thanks Chelsea, Keith and all the volunteers for doing such a great job in ensuring our programme continues to grow. The staff will be reviewing the operation of the programme at the start of November and the Board will review the work at its January meeting. We hope that this will be a leading programme within the Shire.

We are pleased to have new clients contacting us and starting to join in. We are still keen to find more assistants to help out and should you have administrative skills as well as the ability to assist older people, we would love to hear from you.

Remember we are in **Narooma on Monday** (Community Centre attached to the Library), in **Moruya on Wednesday** (Mackay Centre) and in **Batemans Bay on Thursday** (Community Centre), so you can choose where you would like to assist. Lunch About travels throughout the Shire each Tuesday, so maybe you would like to assist Keith with this.

Duty of Care is a big issue when we are caring for our clients in any setting. We ask volunteers to tell the Coordinator when they have any concern about a client - this could be something you see or hear when travelling on the bus, during the programme or something over lunch. We **must** know of issues or concerns as soon as they happen. We have a responsibility to make sure everyone is comfortable and happy.





## CHRISTMAS HOLIDAY HOURS

Over the Christmas period the office hours will be:  
Last day - Friday 21 December 2018 - closing at noon.  
Reopen - Wednesday 2 January 2019 - from 9am-12 noon.  
Back to normal for all services - Monday 7 January 2018.

In the week prior to Christmas we will be making 'double deliveries'.  
Our clients will have ordered for Christmas and the New Year period so each delivery will be bigger than usual.

### MARKETING OURSELVES - SELF PROMOTION!!

*Yes... we are proud of what we do for others!!*

As the sun starts to beat down on us have you got one of our caps (\$10)?  
Have you got one of our pocket torches (\$5) on your key ring?

**These small items are available at the office.**

**We hope you may support us by buying one, or the other, or even both!**

### 12 Days and 12 Christmas Gifts

**Buy a ticket from the office (\$5) and be in the 12 draws starting 10 December.**

**However, the best way is by Word of Mouth where you and our clients tell people about our services.... so....**

...we have started to hold stalls at markets and village fairs.  
We have been to the Tuross Village Fair and to Corrigan's Beach market during October. We will be at Moruya Markets on December 8<sup>th</sup> and we hope to be at a few more and would love to have volunteers assist us.



#### What do we do?

#### Why are we there?

#### What does it achieve?

- We wish to remind the community of the services we provide for the older people so they can stay in their homes longer.
- We wish to let others know that they can be a volunteer and assist to make others' lives enjoyable.
- We wish to make sure the community knows of our various services and that we are 'more than just a meal'.

If you would be able to assist, then please let me know and we shall include you on the team.  
We are usually there from 8am until 1pm either on a Saturday or a Sunday once a month.

### VOLUNTEERS WANTED FOR 2019

We have been so lucky again this year to have had a great number of people call and seek to volunteer with us. Many have been to the Induction Training and continue to assist us where others have they have gained employment and have been unable to assist.

However we often need to fill spots on the roster as people become ill, need to give their families more support or are fortunate enough to be able to travel so...

**We need people to be ... Bus drivers, packers, delivery people, help with the Out and About and Individual Social Support programmes in all locations and from time to time we appreciate assistance in administrative tasks.**

## VOLUNTEER EVENTS FOR 2019 FORUMS and FEEDBACK OPPORTUNITIES

These have been a great success over the years and we shall continue with these into 2019. The dates have been set and are as follows;

Narooma	Monday	18 March	1pm
Moruya	Wednesday	20 March	1pm
Batemans Bay	Thursday	21 March	1pm



**THANK YOU -HIGH TEA**  
**Wednesday 4 September**

Please put these dates into your diary and I shall look forward to meeting with you.



## WHAT OUR COOPERATIVE STRIVES TO ACHIEVE Strategic Plan 2018-2021

The Board consulted with the community in 2017 and drew up a new Strategic Plan. The Plan has been adopted the Board and while maintaining some of our key statements the Plan does highlight new areas for growth and development.

### Our Purpose

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

### Our Core Values

**Honesty Empathy Commitment.**

### The Strategic Elements

- **Growth and Sustainability**
- **Consumers**
- **Workforce**
- **Marketing**
- **Governance**
- **Systems.**

**Our long-term goal is for Eurobodalla Meals on Wheels to be the major trusted supplier of services in Southern New South Wales**



In March 2019, the Board will review its progress against the Plan's objectives. Your comments will be sought at our Volunteer Forums on March 18<sup>th</sup>, 20<sup>th</sup> and 21<sup>st</sup>.

**Your WHS Rep: Les Carter**  
Contact on 44723632 or 0491441968  
Email [proteaplace6@gmail.com](mailto:proteaplace6@gmail.com)