



Meals on Wheels Eurobodalla

VOLUNTEER WORKER NEWSLETTER SEPTEMBER 2018

What a great afternoon we had!

The comments from those who attended the Volunteers High Tea were very pleasing. Thank you for sharing these with me and I was very pleased to hear that the new format was so well received.

I loved the food! I loved the company of all who were present, and the opportunity to meet and laugh with everyone was great fun. I hope you enjoyed those who you sat with and the opportunity to move around the room and to meet with others.

We were very fortunate to have the support of the Moruya Jockey Club who allowed us to use the room, the Moruya Rotary who catered so brilliantly for us, and the following local businesses who supported us; In & Out at Mogo, Harris Scarfe, Curtis & Cloud, Firefly Interiors and Harry & Rouge. Everyone was very keen to say well done and thank you to the volunteers who do a fantastic job, and to help celebrate National Meals on Wheels Day.

Thank you to everyone.

THE MANAGERS MEMO



National Meals on Wheels day has been celebrated in various ways by our fellow organisations, and by us. Our celebration was our thank you in the form of the High Tea we enjoyed on Tuesday 4 September. Thank you for coming along to enjoy the afternoon, and thank you for all that you do for our clients. You are wonderful ambassadors for our organisation.

We value our clients and we asked them what they thought of our services in a survey in May. Now it is your turn! We value your thoughts on our organisation and on your role as a volunteer. Attached to this email is a Volunteer Survey. Please take 5 minutes with a cup of tea and have a go at answering the questions, and getting it back to us by the AGM on 22nd October.

Communication is important. We have our Client and Volunteer Forums throughout the year as opportunities for suggestions to be given and discussion on the organisation to take place. These surveys are another form of feedback and add to our Continuous Improvement of the organisation.

BOARD NEWS

The Board has appointed two Directors to fill the casual vacancies which we had. Michele Sacoor (Narooma) and Sue Proud (Mossy Point) hold these positions until the Annual General Meeting which takes place in October. Our Board is at full strength again which is pleasing and each of these ladies brings great gifts to benefit the Board and the Cooperative.

The Members of the Cooperative will elect Directors at the AGM. Our Directors are on a rotation system and this year there will be three places being vacated. Nominations are being sought from the Members and the AGM forms went out last week. **AGM-Date: 22 October Time: 11am Place: Moruya Golf Club.**

We look forward to having all seven places filled again after the AGM and another successful year of Governance of the Cooperative happening.

With changes to Aged Care being seen so often, the Board is very conscious of the need to update with the changes. The President and the Manager will attend the upcoming New South Wales Meals on Wheels Conference in Penrith in October. This could be a most important meeting and a chance to build important connections to assist us in developing a clear understanding of the resulting impact of these changes.

MEALS NEWS

At the start of September, we had a price increase due to one of our suppliers changing their rates. This allowed us to 'round off' our charges. As a result, the money will be easier for our clients to organise and for volunteers to collect and account for (***please remember that you should be checking that your float is correct when you leave the distribution centre, and when you return***).

The Food Panel has met and looked at some new meal options. We have introduced some of these new items on a trial basis and they have been well received to date. The Panel has also looked at the Christmas Menu and decided upon the options which will be available. Last year our clients were very happy with the selection and we hope this will be the same this year. Fancy thinking about Christmas food already!

OUT & ABOUT NEWS

A great deal has been happening with Out and About since our May Newsletter was sent to you.

The Board had been looking closely at the operation of our Group Social Support as offered through Out and About at 'The Cottage' in Batemans Bay for some time. The Board was very thorough in their work and deliberations and made the decision to take Out and About 'on the road'. The Cottage was therefore closed.

Our programme now operates in Narooma on Monday; in Moruya on Wednesday and in Batemans Bay on Thursday. Lunch About remains touring the Shire each Tuesday. This will allow clients from all parts of the Shire to enjoy what we are able to provide. This we see as a very exciting innovation.

However, it was sad to receive the resignation of Jann Simmons from her role as Coordinator of Out and About just before the new programme started. We thank Jann for her three years of service, the good work she did for our clients, the leadership she showed and for her sense of humour. We wish her well.

We have been fortunate to find Chelsea Rehardt to take over the role and to develop our new focus with such charm, care and compassion. She has worked very quickly to establish the new routines and set an exciting initiative into operation. Welcome Chelsea; thank you for your efforts and contributions to the Cooperative.

MARKETING OURSELVES - SELF PROMOTION!!

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

Since the last Newsletter we have been on television, in the newspaper, in Magazines and seeking ways to make sure we are known in the Shire.

While the Meals on Wheels brand is well known everywhere, it is still important for our community to be aware of what we offer and where we are operating from. Often, I hear from community members that

"We know of you but we do not know where you are."

"We would love to be a volunteer, but how do I make contact?"

"My mother would love to use your services not only for meals but for social support too."

"I am so pleased that you offer both of these services."

As a result, we continue to find small ways to spread our message.

The latest are the caps (\$10) we have available with the Meals on Wheels logo and the EMoW letters, and with pocket torches (\$5) which go on key rings. These have our name and address on them. These small items are available at the office and we hope you may support us by buying one, or the other, or even both!

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

At our High Tea we gave small heart shaped tins of mints to the volunteers there as a small thank you. These were inscribed with our name and logo once again. If you couldn't make it, we do have some available at the office, or I will be happy to give you yours when I next see you.

Your WHS Rep: Les Carter

Contact on 44723632 or 0491441968 or email proteaplace6@gmail.com



NOTICE OF MEETING
ANNUAL GENERAL MEETING- 22 OCTOBER 2018, 11am



Volunteer Survey

NAME: (optional) _____

1. Do you find your volunteer role rewarding?

Poor 1 2 3 4 5 Excellent

Comment: _____

2. What do you enjoy most in your volunteer work?

Please list _____

3. Do you feel you have adequate information on your client and the service you are providing?

Poor 1 2 3 4 5 Excellent

Comment _____

4. Do you feel you are adequately supported in your volunteer role by EMoW staff?

Poor 1 2 3 4 5 Excellent

Comment _____

5. Are there any aspects of your role in which you would like more support/training?

Please list _____

6. Are you interested in any other areas of volunteering? E.g. Social Support – Individual (shopping, gardening, Cuppa Chat or social outing) - Groups (Regular and one-off outings)

Please list _____

7. What interests or hobbies do you have that you might like to share with others

Please list _____

8. Do you speak any languages other than English?

Please list _____

Any other comments? _____

We still need more people like you....

Over the last year the number of people offering to be a volunteer for us has been twice what it was in the previous 12 months. BUT...

We still need more people like you.

Please encourage your friends to assist with the various role we have available.

We need people to be...

Bus drivers, packers and delivery people, assistants with Out and About in all three locations and from time to time administration backup.

Please let me know if you can assist further or if you have a friend who may be interested.

