



Meals on Wheels
Eurobodalla



VOLUNTEER WORKER NEWSLETTER FEBRUARY 2019

Happy New Year! I hope it is a great one for you and your family and friends. We are already into February and the festivities of December and January are but a distant memory. However, I do hope those memories are good ones and that you enjoyed a wonderful time with family and friends.

It has been good being back at work and hearing from our clients, meeting many of them and doing the same with volunteers as they start 'working' again. Thanks to those who started back at the beginning of January and kept the wheels turning so well.

I wish to thank Mim and Bethany for their work, and Chelsea and her team for caring for our clients as Out and About recommenced.

Unfortunately, I sent to you a list of clients who had passed away over the Christmas period. This was a sad task but I am pleased that many of you have thanked us for letting you know. We do often wonder what has happened to people we have visited on many occasions. As we find out we shall continue to let you know. I have heard some lovely tales about these people. They will be greatly missed.

MEALS NEWS

*A funny story....a \$20 note came back from a client but the serial number had been removed!!
Thank goodness the Bank did accept it not always the case.*

The Christmas Menu was a great success again! Thank you, Bethany and the Food Panel for the thought and care taken to make this a great occasion.

Recently we have had some meals returned as clients 'don't like them' or they 'did not order them'. If the meal is part of the run on the day, the meals can come back to the freezer. If the Client gets the meal out for you from a previous delivery, it cannot come back to the freezer.

Thanks to volunteers who record observations of clients on the Run Sheets - it's a big help.

New Rosters are being developed and revised regularly. Bethany does a wonderful job balancing everyone's requests. Thank you for letting us know in advance if you cannot attend on particular dates. A reminder please.....If you do have to make a late change, please try to find a replacement from within the listed names. If you are unable to find a replacement please contact your Roster Co-ordinator to assist you. If all else fails of course you contact the Moruya Office.

If there are any changes in rosters you need to advise the office of these changes.

OUT AND ABOUT NEWS

Out and About has started again but in January we only operated on two days (Monday in Narooma and Thursday in Batemans Bay) as well as having Lunch About each Tuesday. Keith was with us for the first week but then he was hosting his family from Ireland. Rosie Alivio filled in for him on Thursdays and Chelsea experienced the Lunch About each Tuesday.

We have made a change to our days of operation and location. From February 1st we have been using the hall at Tomakin rather than the MacKay Centre in Moruya. There are a number of reasons for this but it has been a very good move.

Our days of operation will be;

- Monday- Narooma Community Centre Youth café
- Tuesday Lunch About
- Thursday- Batemans Bay Community Centre
- Friday – Tomakin Community Hall.

INDIVIDUAL SOCIAL SUPPORT NEWS

Our Individual Social Support operates through Mim at the Office and has become very busy. This is where a volunteer can take a client shopping, to medical appointments, to complete simple gardening or simply have a Cuppa Chat.

If you are keen to assist in this area, or know of someone who could use our service, please let Mim know at the office. We are very keen for further assistance in this area and especially with simple gardening and shopping.

VOLUNTEER FORUMS

Volunteer Forums are to be held prior to the Boards review of the Strategic Plan. This is an opportunity to contribute to our Strategic Plan. I would love to meet you and to hear how you think the Cooperative is travelling and contribute ideas for its continued development so we are stronger and even more vital in our community.

These Forums will be held in:

- **Narooma on Monday March 18th at 1pm at the Community Centre (Youth Café)**
- **Moruya on Wednesday 20th March at 1pm at the Office**
- **Batemans Bay on Thursday March 21st at the Community Centre.**

You can help to advertise Meals on Wheels through

- the very best marketing opportunity of all-word of mouth. Tell people about our services.
- selling the Cooperative by the wearing our shirts and putting the sings on your cars.
- attending our information sessions at markets.

BOARD NEWS

Let me introduce your Board to you.

Phil Armstrong (*President*), Cathy Milliken (*Chair, Policy and Administration Committee*), Allan Schuback (*Chair, Finance and Audit and Risk Committee*), Les Carter (*Chair, Food Panel and WHS Representative*), Jim Greenshields, Sue Proud, Michele Sacoor. Alan Russell (*Manager and Public Officer attends all meetings*)

We have a full Board of 7, with four men and three women. We have representatives from each section of our Cooperative (Northern (2), Central (3) and Southern (2)) zones. We have members ranging in age from 40s-70s.

This balance and the level of Governance experience we have along with the skill set of the various board members means there is an excellent quality of discussion and debate before any decisions are made.

Our Committees have volunteers and staff attending. Mim van den Berg attends the Finance and Audit and Risk Committee and Bethany McLean attends the Food Panel.

The Food Panel includes four volunteers (we need someone from the southern area!) offers invaluable assistance to discussions and the decision-making process.

We would like your skills on one of these committees and I can discuss what the commitment would be should you be interested. Please bring your skills to our table to help the Cooperative develop.

The Board held its first meeting in January. The Finance and Audit and Risk Committee also met in January and sent reports for the Boards consideration. They have met again and are completing a number of reviews. The Policy and Administration Committee have highlighted various Policy documents for review, set their agenda for the year and held their first meeting. The Food Panel will meet on February 21st to look at the year ahead and to review our 2018 Christmas menu.

As we continue to seek to strengthen our Cooperative, the Board has set a schedule for the next series of meetings which will have important consequences for our future. Some of these dates may appear to be early but if we are to introduce new programmes or make changes, we do need to plan well and ideas need to be considered, planned for and costed.

The Board's Agenda includes:

- February – the six-monthly review of Group Social Support (Out and About) and the Budget
- March - the annual review of our Strategic Plan
- April - the first steps in the development of the new Budget
- May - the acceptance of a Budget for the 2019-2020 financial year.

The President and I have attended some 'political' meetings as we try to find out the Agenda in Aged Care from the leading political parties. This 'unknown' is not helping us format our development plans for the future. At present the programme we operate within is funded until 30 June 2020 and there is no indication what will happen after that date from any political party. As you can imagine, it makes planning difficult. The Royal Commission into Aged Care has also started its hearings and the outcomes from that could have a big impact upon how people access meals and social support.

From July 2019 there are new Aged Care Standards. These have been passed into law and affect our organisation and the staff are starting to work on these.

There are eight areas (Standards) under which there are outcomes to be met. These Standards are:

- Consumer dignity and choice
- Ongoing assessment and planning with consumers
- Personal care and clinical care
- Services and supports for daily living
- Organisations service environment
- Feedback and complaints
- Humans Resources
- Organisational governance

Many of these are similar to what we have had before but the focus has moved further towards the clients needs with all outcomes starting with "I", such as:

- I am treated with dignity and respect...I can make informed choices about my care...live the life I choose
- I am a partner in ongoing assessment and planning that helps me...
- I get personal care, clinical care or both...
- I feel I belong and I am safe and comfortable...
- I feel safe and am encouraged and supported to give feedback...I am engaged in processes to address my feedback and complaints
- I get quality care and services when I need them from people...
- I am confident the organisation is well run...I can partner in improving the delivery of care and services.
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THE MANAGERS MEMO



Our organisation is **More than just a meal!**

This has surprised the new volunteers as they come for their Induction. To me this highlights that we have to 'advertise' more just what we do, and as noted above you can help us. Please keep spreading the word and help us gather further good volunteers such as yourself, and new clients.

I have had a request from New South Wales Meals on Wheels for us to be one of six pilot centres for a new initiative. This project is called **ACT! A Collaborative Tool** for emergency services and home support providers.

The Tool is being prepared as a survey on how well prepared our clients maybe for a natural disaster; a training section to create emergency readiness and how to contact emergency support services. The programme is being written and will be trialled in the six areas during the second half of the year.

This will be a great opportunity for us to work alongside our clients to have them ready should an emergency occur. It could be to assist in changing the battery in a fire alarm and/or making sure there is a fire alarm; checking that they are registered with emergency services (eg the Police) if they are living alone; how to have their home ready in case of an emergency; being aware of places to find information and what

to take if they need to leave the home. This programme will see an assessment and weekly training sessions when volunteers visit. More to come but there is so much merit in this developing proposal.

The Government has given us some additional funding through a Growth initiative. This is for the present year and for the next financial year. The idea is for us to increase our numbers and 'outputs'. We therefore need to lift the number of meals we deliver, so if you know of people who are interested in our service, let us know and we shall guide them through the referral process.

CHRISTMAS PROJECTS

Christmas is always a fun time and this year we had a number of events to help us celebrate the festive season.

Christmas Card project- for the second year we had Christmas cards prepared by primary aged students. This year it was the students from St Peter's Anglican College Junior School. Thank you to the students and the staff for the effort and I know these were very much enjoyed.

Calendars and Pen Project – once again we sent each client a calendar and pen as a small Christmas gift. Our Client Survey last year indicated that most of our clients enjoyed getting a calendar. We do have some left if anyone would like one, please just ask.

Twelve Gifts for Christmas -this new and innovative 'small fundraiser' was a great success. We had only 140 tickets at \$5 each and twelve prizes. The tickets re-entered the draw after each draw so every ticket had 12 opportunities of winning. The tickets sold quickly and the concept found favour with our supporters. Look at our Facebook page for all the winners. Thank you to our wonderful sponsors.

MARKETING OURSELVES - SELF PROMOTION!!

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

GROWTH- to increase our Outputs

Go Reach Others With These Headlines

Meals on Wheels is the place to volunteer.

Meals on Wheels is where we nourish our clients.

Meals on Wheels is more than a meal.

Meals on Wheels is a friendly place.

Your WHS Rep: Les Carter Contact on 44723632 or 0491441968 or email proteaplace6@gmail.com

Our Sponsors We thank the following who supported us free of charge for various events so far this year.

- Moruya Golf Club - where we hold our monthly Board meetings
- Moruya Jockey Club - where we hold our annual Volunteers Thank you
- Bay Coast Cleaning - who cleaned The Cottage so well when Out & About left

Those who generously donated prizes for our Volunteers Thank you and for our Twelve Gifts for Christmas

Harris Scarfe, Moruya

Woolworths, Moruya

Vamps, Batemans Bay

In & Out, Mogo

Curtis & Cloud, Moruya

Harry & Rouge, Moruya

Target, Batemans Bay

BWS, Moruya

Brad McLean Photography

Ballards Pharmacy, Moruya

Isabel Carey

Mogo Zoo

Istanbul Bazar, Batemans Bay

Dollar Curtains & Blinds, Batemans Bay

