



CLIENT NEWSLETTER
JULY 2021

The year is quickly moving along, and we have started our new financial year. While it was good to finish the last one on a great note, the year ahead is looking just as uncertain as this one was a year ago. We do hope that we are able to do as well, but indications are that while the economy as a whole is doing well for the country; we as a small Not for Profit organisation are still facing some major issues and have to remember we are also a Not for Loss organisation.

One issue is the ongoing cost of items which we buy for you. We have always had the policy to keep our prices very low, and to make sure you were being cared for. This we will continue to do, but the drought, fires, floods, and pandemic have caused major cost and supply issues for suppliers. They are doing very well to manage these and to help us look after you.

But we are hindered by the prices we are charged, and each supplier has to some degree made some increases. Some items have had minor changes, while others are more significant.

We have looked at these costs and we have looked at your comments in the recent Client Survey as the final updated Winter Menu is circulated from today (*it starts in August*). As a result, we have not increased all items but generally we have had to make small changes.

We continue to look at what other companies are providing too, and we are about to evaluate meals from two Meals on Wheels 'kitchens' to see if we are able to add them to what we offer you, and what their costs will be. This is part of our Continuous Improvement strategy which is in the new Strategic Plans guidelines.

We are also very aware of the alternatives you have before you. There are now many 'players' in the field and I ask you to think carefully before you move to another source.

Some advertising is not quite what it may appear, and you may be paying more than you suspect. But keeping that in mind we look closely at our costs to remain favourable with you; plus, we add our cheerful volunteers and their smile to make your day a better one.



This Chart is now printed on our Menu and shows you our costs and what the meals really cost.

Meals Costs	Prices from August 2021	
	FULL COST	SUBSIDISED COST
Soups	\$8.50	\$3.00
Mini Meals	\$11.50	\$6.00
Main Meals	\$13.50	\$8.00
Gourmet Meals	\$14.50	\$9.00
Desserts	\$9.50	\$4.00

There are three ways to receive the **subsidised rate** for your meals:

1. Have a referral though **My Aged Care** for Meals support.
You pay the subsidised rate and Meals on Wheels receives funding to provide the service.
2. Have a referral from your **Home Care Package** provider for meals support.
You pay the subsidised rate, and your Home Care Package pays the difference.

3. Be an **NDIS** participant with meals support built into your package and a referral is sent to Eurobodalla Meals on Wheels.
You pay the subsidised rate and your NDIS plan pays the Preparation and delivery fee (Using a code: 01_022_0120_1_1)

This latest lockdown in Sydney has been rather distressing for everyone. I am delighted to see people in the street wearing their masks and I am sure this is going to greatly help us on the coast.

But we have had to shut down Out and About (Group Social Support) this week, and last week, and change how we do some Individual Social Support activities such as shopping. For example we have been shopping for clients; not with clients, over these weeks.

We have also reverted to our volunteers wearing masks and delivering the meals to the door and not entering homes. Thank you for your patience as these changes keep coming and we do not know what we will be doing next!!



We hope to have everything back to normal soon, but it is looking as if August will be the earliest; and hope that we can then stay that way for some time.

We are checking that our staff and volunteers have had their vaccinations and if they have not, or are planning to not do so, then we are not able to accept their assistance. **Have you had your 'jab' yet?**



So, all those coming to see you, or be part of any of our programmes are completely or partially vaccinated, and most have also had the influenza injection as well.

So, what else has been happening...

Meals...we continue to serve our clients as best we can. We have stocked our freezers so if there is an issue down here, we can carry on for six weeks before having to restock. This we believe is good insurance against the pandemic affecting your meals and good health. As noted, we are to try some new meals soon and if we like them, we may offer them to you as specials to get your views. **Keep eating well and caring for yourself.**

Out and About...the July programme was extremely exciting, but we have had to cancel two weeks so far. This is incredibly sad and disappointing, but we hope to be back soon. Think of new things you would like to do and places to visit ready to pass onto Chelsea and Keith.

Individual Social Support...this is an area where we may be able to help you while we have the restrictions. Please contact Karen if you need someone to do your shopping if you do not wish to leave the house and we shall try to organise a volunteer to help.



PALZ...once things are back to normal you may like to join our bi-monthly meeting and hear a great speaker. More details about our August meeting closer to the day; once we know what is happening with the pandemic outbreak.

WESG...this is a gathering for the Elders at the Aboriginal community at Wallaga Lake (*Wallaga Elders Social Group*). We had to cancel July but hope we may get our August function happening.

Strategic Planning...the Board has been working on the next Strategic Plan for our Cooperative. All was going well but lately we have had some indication of changes being introduced by the Government. We are not happy with these and are joining other Meals on Wheels groups to try to change the mind of the Minister...wish us luck as it is going to impact upon many Meals on Wheels organisations throughout the state.

Always remember we are only a phone call away if you want a chat, to place an order, to book an outing or to get some assistance.

Alan Russell,
Manager



