



**Meals on Wheels**  
Eurobodalla

## CLIENT NEWSLETTER JUNE 2021

It is hard to believe that we are already in the 6<sup>th</sup> month of the year, but we are and this week we mark the Queen's Birthday.

It has been a difficult year for the Queen especially with the passing of Prince Philip, but she continues to serve and be an example to us all.

Our volunteers are similar in that they carry on serving our clients every day, no matter the weather or the difficult conditions which may come their way. They have worked through heavy rain and floods, bushfires, and the pandemic, and we are immensely proud of them. I am sure you are too.



I am grateful that through the pandemic our volunteers have cared for you and been willing to assist you as best they can. Our nation is built upon the work of volunteers- people who just wish to help others, and to do it with a smile.

Our year has gone well. The Board has been looking closely at our future and what that maybe once the ramifications of the Royal Commission into Aged Care are worked through. But we have been writing our Strategic Plan and thinking what we may do.

I would like to share these thoughts with you and seek your input. I will be able to discuss the Client Survey results with you too.

I will hold the following **Client Forum** sessions to meet with you and hear your thoughts. I will time these Forums to be at an Out and About gathering. If you wish just to come to the forum (11am-12noon), then we can collect you and return you home afterwards, or you may like to join our Out and About folk for the day.

**Narooma**....Monday, 21 June.  
11am at the Café attached to the Community Centre  
**Moruya**....Wednesday 23 June.  
11 am at the Meals on Wheels office  
**Batemans Bay**...Thursday 24 June  
11am at the Malua Bay Community Centre



So what has been happening...

**Meals**...a new menu was started in May and we are happy with the responses. There was a great deal of interest in our Easter specials so we shall be doing those meals again. Could I ask that on the day of your meals being delivered that you are at home to meet the volunteers. The volunteers are not able to leave meals for you in esky bags etc. They must give them to you and make sure you are able to put them away. We are also looking at some new ideas and will be speaking about these soon. However, we are concerned about the impression that Lite and Easy are giving the community about discounted meals. Our meals are discounted for you and we are doing the following....Mini meals should cost \$11.00 but we charge them out at \$5.50; our Main meals should cost \$16.00 and we charge them out at \$8.00 as at the time of writing. We plan to note these costs on future menus for you so you can compare with others.

**Out and About...**each month and exciting new programme is established. I have been pleased with the response to the activities that Chelsea and Keith have been providing. I hear that Michaels cooking classes in Narooma are popular; the art I saw completed in Moruya was very pleasing and the Lunch About venues have been very well received. Why not join our groups and have some time out of home and with nice people who love to talk and laugh?

**Individual Social Support...**this is our least known major area, but it is doing such valuable work for our clients. We can organise shopping assistance and travel to appointments; someone to share a cup of tea and chat; the opportunity to play cards, do a puzzle or go to a gallery, the movies or a show are all available. And we can have people doing some simple gardening for you.

**PALZ...**is a group where we meet and hear from a speaker on a topic of interest. This group is made up of those who may have the onset of Alzheimer's and their carer. The aim is to encourage people to think and talk on subjects of interest. Please feel free to come along once every two months.



We also have a group of Elders at Wallaga Lake who meet once a month for some social activities. It has been great to get this group up and running recently.

We are a busy group, and this is exciting. We wish to keep providing services for our community.

**The Purpose of Eurobodalla Meals on Wheels is to help make our community stronger by providing services that contribute to the health, wellbeing, and independence of people.**

If you can think how we can continue to build upon this please let us know as one of our Core Values is our Continual Improvement- we want to be better, to provide more and to make sure all our clients are being supported.

Our volunteers remain a great asset to our organisation, so we have done several things recently to assist them such as

- ✚ issued new shirts to all volunteers.
- ✚ purchased new bags for the meal delivery teams.
- ✚ purchased new car labels.
- ✚ ordered new name badges for those who have completed at least five years of service.
- ✚ organised first aid training especially for those assisting on social support activities.
- ✚ providing fuel vouchers for those who may like them.



We do want to keep our volunteers. We ask them to share a smile with you, and they tell us that they get great big smiles every time they arrive or assist in some way - thank you for doing this! It is their best reward!

As we move forward, we must remember to look after ourselves inside and outside of our home. We want you to be careful around your home, keep your hands clean and to keep smiling!!

*A smile is happiness you'll find right under your nose. Tom Wilson*  
*Life is like a mirror. Smile at it and it smiles back at you. Peace Pilgrim*  
*Nothing you wear is more important than your smile. Connie Stevens*



Laughter and socialising are great tonics so why not join us for some of this wonderful 'medication'.

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

Alan Russell, Manager

