



CLIENT NEWSLETTER
SEPTEMBER 2021

It is a very strange world that we are living in at present. The worldwide pandemic is affecting us on the far south coast even though at the time of writing we do not have any cases...and long may that last.

But we are in a new world and this virus is going to be with us for the future...and there are new strains all the time. We can be thankful for the medical researchers who worked very hard last year to develop the vaccine and the front-line workers who are now delivering the vaccinations to us. I hope you have been amongst the many in the area who have had the jab!

I was delighted to hear that the Eurobodalla Shire is one of the best at getting vaccinated and this must be helpful for our future. I am sure we will be able to enjoy the freedoms before many others.



For our organisation there have been changes since the lockdowns started. But we are trying to find ways where we can correctly start returning to what we do best...assisting you to enjoy life with friends and some laughter.

Our **volunteers** have been waiting to get back to delivering meals and we have a group who are ready to start when we call upon them. They are fully vaccinated and ready to go! In the meantime, Chelsea and Keith have been wonderful at getting the **meals** to everyone. I thank them and I thank you for your patience as meals have not been arriving at their usual times.

Out and About has been on hold and I know from having called all who attend that you are very keen to start back. I know that Chelsea and Keith are too, and the drivers and volunteers. We will introduce this again slowly when we believe we are able to do so. If the lockdown for regional areas is lifted, we shall do so at the earliest opportunity. Let us hope for the week of 13 September.



Our **Individual Social Support** has also had changes. Our shopping team have been doing shopping FOR clients and this has proved helpful. Our gardening teams are on hold, but we hope that they may start next week or the week after as they are working outside but like us all they will have to wear masks. This maybe a little uncomfortable as the weather heats up. Our visiting team are unable to do their visits at present.



In the office we have been on a skeleton staff. Alan and Bethany have been here each day; Nicole the Finance Officer has worked her Tuesday and Thursday hours; Chelsea and Keith have worked over three days delivering meals; Karen has been on Leave. So, thank you to all clients for your assistance when we have called and for your encouragement. It has been appreciated.

We are preparing for several annual events and unfortunately, we have had to cancel some.

High Tea...this is held in September as a thank you to our volunteers. For the second year we have had to cancel it, but we hope to be able to do something nearer to Christmas.

Annual General Meeting...this is held in October and this year it is on the 25th. Our Members will meet and receive the Annual Report and elect members to the Board. The new Strategic Plan will also be presented which highlights our objectives for the next three years. This year the meeting will be at our

office in Moruya on Monday 25th October at 11am and due to all the pandemic issues, I am predicting it could be a very small occasion.

Christmas preparations ...these are underway, and we will have a very special calendar for you this year. It will be well worth having and showing your visitors! Soon we will be looking at Christmas menus and end of year arrangements. These things seem to happen earlier each year.



Client Forums ...these are held twice a year and are an opportunity for you to meet me, to tell me what you like about our services and how we can add to them for your benefit. The time should be set now for the next of these meetings, but we will have to wait until the lockdown is eased. I will be in touch once we have an opportunity.

Clients Survey ...thank you to all who responded in May. The results have been collated and presented to the Board and its committees. The overall response was a little lower this year and especially in our Social Support areas. But your comments were most helpful and very encouraging, and we thank you for your generous congratulations for the work of the volunteers and the staff.

Some conclusions and comments in the four areas we asked about

Meals...**Variety**...you said there was enough variety in each of the categories.

Meal choice...How you pick your meals -Taste 66%; Familiarity 62%;
Size 53%; Value for money 45% were the top four areas.

Social Support...**kinds of activities**...art exhibitions; movies; physical exercises;
indoor games; were top of your list.

Communications...Newsletters are useful (39%); Christmas calendar and pen are
useful (42%) and most want to keep getting the Newsletter in letter form.

Future...**Strengths**- the people who volunteer and are on staff; friends we make; quality of meals; how
you cater for all our needs.

Opportunities...more access to social activities; home visits; extend the O&A programme in
Narooma.

Threats- minimal numbers; lack of support for programmes; boxed meals at supermarkets;
funding; getting and keeping great volunteers.



Can you help?

We are a lucky organisation and have enjoyed your wonderful support. However, these times have seen some people move from the area or change their involvement. I am hoping that you may sell our activities to your friends and family. We would love to have new people join our Out and About group; have individual assistance with shopping, going to appointments and courtyard gardening; and we would love to deliver more meals.



Also, if you know of someone who is suffering from the onset Alzheimer's we would like to hear as we do have a group which we want to recharge and get up and running again next month.

So, I would like you to be an extension of our marketing and tell people what we can offer. Get them to give us a call at the office (4474 4464) and we will fill in the details. Thank you.

Conclusion

**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.
Keep safe and wash those hands!!**

Alan Russell,
Manager

