



Meals on Wheels
Eurobodalla

CLIENT NEWSLETTER
JUNE 2022

Winter has certainly arrived and the winds have been especially cold. I hope you are managing to keep yourself warm, eating well and remaining in touch

with family and friends. At this time of year these three things are most important.



I hope you took some delight in the Platinum Jubilee celebrations for Her Majesty Queen Elizabeth II.

The four day celebration certainly was a grand tribute to her for 70 years on the throne.

There was humour, formality, informality and an outpouring of love for the Queen.

Since our last newsletter we have elected a new Government and a new Prime Minister represents us on the international stage. This could be interesting for all of us involved in Aged Care as recipients and as providers of services. The new Government has promised much in Aged Care and we look forward to seeing these promises coming into reality.

For us as a Provider the funding of our service is undergoing review following the Aged Care Royal Commission established by Prime Minister Scott Morrison.

The Royal Commission established many recommendations and the previous Government was putting these into place, but not all were going to be helpful to us. As the Opposition, the new Government spoke about keeping the status quo on some funding decisions and we look forward to this happening. Time will tell.

But as we expected after the two years of dealing with the pandemic, things would change and they have and continue to do so. Shortage of workers and increases in costs for a variety of reasons are affecting all of us.

We are starting to hear from our meals suppliers about increases in their prices. We have had two of our three suppliers submit their new costs as of 1 July, and we are waiting for the third. As expected there are some changes and we are looking closely at these. We are hopeful that we will be able to hold any increase for 80% of our meals.

Where there is an increase and we can see a cheaper alternative, we are looking at making a menu change. Of course we are well aware of the need to maintain quality and note in the surveys your thoughts on how you select your meals.

Taste has always rated highest followed by familiarity, size and value for money. The cost has for the last 5 years been the 5th most important element...but we all have only so many dollars to spend and we need to be thoughtful in what we are providing for you.

The following changes to our costs will happen.

- We are able to hold the present prices for our Mini meals, soups and desserts.
- Our main meals will move to \$8.50 and the Gourmet meals will move to \$9.50.
- These new charges will be from Monday 1st August which is a year since our last price rise.

These change have been caused by increases to our suppliers and the cost of freight.

Recently we had some great news and thank the community for supporting Eurobodalla Meals on Wheels.

Radio 2EC and Power FM had a campaign with Elgas called "Elgas acts of Kindness". We were nominated, especially to support our Out and About transport costs. In our category we were placed third and have won \$700. This is wonderful and we are very grateful and excited. If you, or folk you know voted for us, thank you.



Out and About (our Group Social Support service) is going from strength to strength. We are very excited to be responding to the

wishes of clients and are much more 'Out and About' in our community. We are visiting more sites and enjoying lunch in many new places.

I was especially pleased with some feedback recently which said

'we are all friends and enjoy each others company.'

This is what it is all about. Why not join our recent new comers and come along for some fun. While it maybe cold outside the warmth of the welcome and the fun shared makes for memorable days. Ask for our programme which tells what we are doing until the end of August.

Individaul Social Support is also very busy but we do need new volunteers to help with the demand for assistance. Maybe you know of some family or friend or neighbour who maybe able to offer an hour or two to assist us and our clients; we especially need gardening enthusiasts!

Meals continue to be delivered and the new menu items being offered as specials have been very popular. Some new items will be appearing on our menu shortly.

As we head to the end of the financial year we are preparing to submit our accounts to the Auditor. But we are also preparing to host some people from the Aged Care Quality Standards Commission on 28th and 29th June -this week!!

You received a letter from the Commission telling of their visit and seeking your feedback before they arrive. I hope some of you have been able to connect them and pass on your thoughts.

We have not seen these people for some time due to the pandemic but look forward to their visit, feedback and assistance in developing and maintaining our services for you.

Keep well and remember we are a phone call away on 4474 4464 if you need our help.

Alan Russell
Manager