

2019-2020

Annual Report

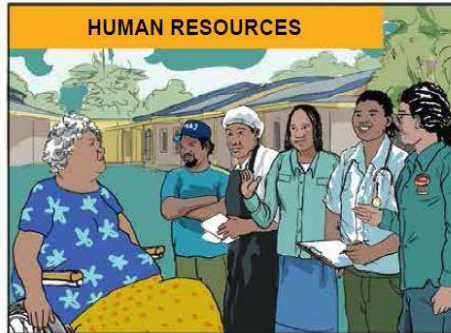
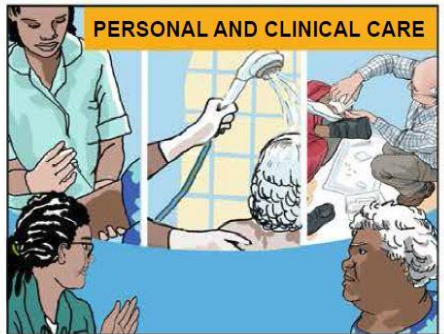


Meals on Wheels
Eurobodalla

Presentation at the Annual General Meeting
26th October 2020
Club Narooma



The Aged Care Quality Standards



Who are we?



Eurobodalla Meals on Wheels acknowledges the peoples of the Yuin Nation who are the traditional owners of the land on which we operate our services.

We welcome all Aboriginal and Torres Strait Islanders to our services.

Eurobodalla Meals on Wheels is a legal entity registered under the Co-operatives (Adoption of National Law) Act 2012.

We are governed by a volunteer Board of Directors.

We are funded by both the Australian and NSW Governments.

We are a registered charity.



What is our Purpose?

Eurobodalla Meals on Wheels helps make our community stronger by offering services that contribute to the health, well-being and independence of people.

What are our Core Values?

The actions of Eurobodalla Meals on Wheels are always based on our core values.

Honesty: we hold ourselves accountable to the community for our actions.

Empathy: we are respectful and caring of our clients, volunteers and staff.

Commitment: we are motivated to undertake our work in a reliable and professional manner.

What do we do?

Eurobodalla Meals on Wheels facilitates social interaction between the elderly, adults with a disability and their communities through the coordination of volunteers to deliver meals and run social activities. We also support NDIS Participants with Life Skills Training.

Who are our Major Stakeholders?

Our major stakeholders are the elderly and adults with a disability who need assistance to live in their own homes and maintain social interaction; their carers who need support; our funding bodies; other organisations and the communities who look to us to help those who need assistance; and our volunteers, staff and members who gain personal satisfaction from helping others in their community.

What is our Philosophy?

Eurobodalla Meals on Wheels Cooperative Limited believes in:

- the right of people to make choices in their own lives;
- the right of people to dignity, respect, privacy and confidentiality;
- the right of people to be valued as individuals;
- the right of people to access services on a non-discriminatory basis;
- the right of the community to accountable and responsive services.



Meals on Wheels Eurobodalla – Directors



**At the Annual General Meeting
in October 2019
these Directors were elected.**

Phil Armstrong (President)

- I have lived in the Eurobodalla Shire for nearly 30 years.
- My ties to “Meals on Wheels” go back to the 1960’s when parents were involved in both Temora and Goulburn.
- My employment background is in Administration/Accounting.
- Prior to semi-retirement, I was employed at Banksia Villages Broulee between 1995 and 2014 with the last sixteen years as the Chief Executive Officer.
- My Board experience includes:
 - Over twenty years with Campbell Page both in Australia and in the UK.
This is a community based, not for profit organisation involved in getting people back to work.
 - Ten years on the Board of Aged and Community Services Association of NSW & ACT.
A peak body representing the Church and Charitable sector in the Aged Care Industry.
 - Three years on the Board of Australian Rotary Health which is the largest non-government funder of medical research in Australia. Their current focus-Mental Health.
 - One year on the Committee of Management of Yumaro Inc in Moruya
- I have been a Member of the Rotary Club of Moruya since 2000 – serving as President in 2004-05 and then serving as Rotary International District Governor for District 9710 in 2012-13. This included involvement on the District Board for four years.

Jim Greenshields

- I retired to Narooma in 1996 after a career spanning twenty-five years in the building industry in senior roles within the ACT Government.
- Prior to joining the public sector, I was self-employed in the private sector as a Licensed Builder.
- I continue my involvement with the building industry as a Member of the Australian Institute of Building Surveyors, and with the Master Builders' Association Southern New South Wales as a Building Consultant and a volunteer judge of their Awards.
- I have an ongoing commitment to community service in Eurobodalla.
 - I dedicated over fifteen years as a volunteer in the then Royal Volunteer Coastal Patrol (now Marine Rescue) where my various roles included Commander and Captain Far South, NSW. I was awarded the National Medal for Service in 2012.
- I began volunteering in Narooma for Eurobodalla Meals on Wheels in 2008 and joined the Board in 2015.

Allan Schuback (Chair: Finance and Audit and Risk Committee)

- I am a retired Regional Banker with 36 years banking experience. My last posting was Regional Manager, New England, Westpac Banking Corporation.
- My previous roles included Branch Banking, Agribusiness & Commercial Banking positions throughout New South Wales.
- I was involved with lots of local country town committees through sport, service and charities involvement before settling in Batemans Bay some 20 years ago. I am a keen golfer.



Les Carter (Chair: Food Panel)

- I was born in Colchester, England. My father was in the British Army therefore as a boy I travelled the world.
- On leaving school, I joined the British Army. In 1966 I had to leave the Army as my family were migrating to Australia.
- I arrived in Australia and joined the NSW Police Force.
- I retired in 2003. During these retirement years my wife and I have travelled widely - just call me a cruise addict!
- I re-joined the Board of Directors at the 2016 AGM.

Cathy Milliken (Chair: Policy and Administration Committee)

- I have been part of the far South Coast Community for 31 years while living in Tuross Head.
- I have held an appointment as a Commonwealth Registered Marriage Celebrant for 24 years (until June 2017), having been privileged to also conduct Funerals.
- I have been involved with many community organisations holding committee positions in all of them including Tuross Playgroup, Tuross Youth and Sports Club and Eurobodalla Bushfire organisation.
- In the past 12 years I have been involved as a Committee person on St Peter's Anglican College P&F, Tuross Marine Rescue and the Tuross Head Country Club having been the President and Chairperson for 5 years. I retired from that role in October 2017.
- I have been a member of the Tuross Head Business Owners Association for the last 7 years holding the position of President.

Michele Sacoor

- I am a hairdresser, mother of two, former business woman, and an aspiring author with a passion for the environment.
- My hairdressing career spanned 23 years. I eventually settled in Perth.
- In 2013, I sold my hairdressing salon and relocated to Narooma for a sea change with my young family.
- I have been passionately interested in whole foods and environmental advocacy for many years.
- I was eager to start volunteering for some deliveries in Narooma when I was invited to apply to join the Board.

Sue Proud

- I moved to the South Coast nearly three years ago.
- I was originally from Canberra and prior to settling here my husband and I took a year off and travelled Australia.
- We have two businesses in Batemans Bay, Eurobodalla Tippers and Tankers and Spitfire Aluminum trailers.
- Before this I have worked successfully in several sales roles before starting my own business as a massage therapist in my home and subcontracting at the ANU Canberra.
- My special interest was in Oncology massage and pregnancy massage. I worked from home with clients undergoing cancer treatments and with pregnant women then with the new Mums and bubs.
- I am a member of Rotary Moruya and currently on the board.
- I am enjoying being with people that can and do make a difference in their community.



Meeting attendance

Director	Meetings attended	Meetings held*
Phil Armstrong	9	9
Jim Greenshields	9	9
Les Carter	7	9
Cathy Milliken	7	9
Allan Schuback	7	9
Michele Sacoor	7	9
Sue Proud	9	9

*Meetings in March and April could not happen, but the Manager provided Directors with the "Weekly Update" on events happening within the Cooperative.

Public Officer and Manager Alan Russell

- My life has been about service to others through my teaching career, through Scouting and, more recently, through Rotary and Eurobodalla Meals on Wheels.
- I began my teaching career in 1975. I graduated from Christchurch teacher College and Canterbury University, NZ.
- I have worked in New Zealand and Australia. I have been the Principal of three independent schools.
- My wife, Denise, has delivered meals for Meals on Wheels locally for nine years and in New Zealand for many years as have other relatives including my parents who stopped at the age of 87 in 2016!
- I answered the call for new Directors at Eurobodalla Meals on Wheels in March 2015 and was elected at the 2015 and 2016 AGMs. I became President after the 2015 AGM.
- I also serve as Treasurer of the Nelligen Recreational Park Trust Board and Secretary of Batemans Bay Rotary.
- I was President of Batemans Bay Rotary from July 2014 to June 2015, and from July 2018 to June 2019.
- I was the Assistant Governor looking after the three coastal clubs (July 2017-June 2020)



Meals on Wheels Eurobodalla – President's Report

**We are a Not for Profit organisation.....
and we are a Not for Loss either**



Once again it has been a privilege to serve as President of the Eurobodalla Meals on Wheels Cooperative. I wish to comment on the work of the Board and for consistency will use the same format as in the past few years.

The Board ...and its work

This year has been challenging to say the least – especially between January and June 2020 but I am pleased to report that we have not been found wanting.

We have sought to:

- Ensure the long-term financial stability of the organisation during a particularly challenging year and the result was pleasing. The Governments financial support during both the bushfire and COVID times has ensured our ongoing stability.
- The Board continues to look at options to ensure that we continue to meet the support requirements of our communities.
- At this stage, the organisation only has funding guaranteed until June 2022 and as such the Board monitors any indicators that may come from the Royal Commission into Aged Care and whether there may be implications to how we operate.

During the year, our Board sub-committees have continued to work hard and use their expertise to benefit our clients and the Cooperative.

- **Food Panel**

Objective: To provide guidance on the appropriateness of the meals that we provide. Les Carter's leadership of the Panel has continued. Currently the Panel has shrunk in size and they seek additional volunteers to participate and ensure representation from the three areas (North, Central and South). The Panel ideally includes Volunteers and Clients which again allows for a feedback, as well as Board and Management involvement.

- **Policy and Administration Committee**

Objective: To review and recommend changes to Policy and Procedures.

Cathy Milliken has continued as Chair and the ongoing review of the organisations policies. This remains part of the organisations continuous improvement.



Our summer of 2020

Bush Fire devastation on the Coast



- **Finance, Risk and Audit Committee**

Objective: to monitor the finances and risk to the Cooperative.

Allan Schuback has continued as Chair and the review of our accounting system, our financial reporting techniques and making sure the foundations of the Cooperative are sound. Our viability and sustainability must always be central to what the Cooperative does. We do constantly recall that, "While we may be a 'not for profit' organisation – we are certainly 'not for loss' and must carefully watch our operational costs.

I wish to once again acknowledge the openness of our meetings which has seen us debate, discuss, and decide upon a course of action.

I thank the Board members for their valuable contributions.

The Board ...and its membership

The four Board members up for re-election were elected at the last Annual General Meeting.

The Board as at the 2019 AGM

President

Phil Armstrong

Directors

Cathy Milliken, Michele Sacoor, Sue Proud
Jim Greenshields, Les Carter, Allan Schuback

Our new Governance structure has done away with titles of the past and appoints The President and Committee Chairs following each Annual General Meeting.

The Manager (Alan Russell) acts as Secretary to the Board and as our Public Officer.

Board...and its staff

As mentioned previously – due to bushfires and COVID it has been a challenging year!

- Firstly, the New Year's Eve bushfires and ensuing loss of power created substantial issues including the loss of our food product. Due to the quick thinking of the staff, most of the food was not wasted but distributed appropriately before it was spoilt. During this crisis though there were very few days that clients missed out on receipt of deliveries.



**Small volunteer group
Morning Teas replaced
High Tea and allowed
for special training to
be undertaken**

- Secondly, during the Covid crisis – which has lasted much longer than anyone thought and is still ongoing – the staff have again managed the restrictions and requirements of getting food to clients and managing volunteers during this time. Once again – clients were the main priority. The only real disappointment has been the cancellation of Group and Individual Social Support due to Covid restrictions.

The Board would like to acknowledge Alan Russell as Manager and all his staff of Bethany, Chelsea, Keith, Karen and the new Finance person, Nicole. Their dedication and commitment to ensuring that our clients were the priority is acknowledged and greatly appreciated.

Board...and its finances

The confirmation from the Government in relation to ongoing funding to the end of June 2022 is very pleasing and the financial support provided by the Government because of COVID has allowed the organisation to achieve a surplus for the year.

The organisation is pleased to report a bottom-line surplus of \$91,196 for the year which has turned the previous year's result around by \$137,000.

Highlights are:

- Trading profit has decreased by \$31,612
- Standard Government Funding has increased by \$55,697 and includes some additional Covid subsidies.
- An additional support came from the ATO Cash Boost Stimulus of \$49,767.
- A charity fundraising day held at the Moruya Jockey Club and sponsored by the three Rotary Clubs of Eurobodalla raised \$24,000.
- Insurance recoveries following the loss of power during the bushfires totalled \$21,829.
- An additional \$13,614 in donations was received including a \$10,000 donation from the Registered Clubs Grant to support fuel for the bus.
- Salaries are up by \$30,936 and the associated-on costs. This reflects the additional staff requirements.
- Consultant's fees increased by \$7,021 to cover some gaps in managing finances to cover staff sickness absences.
- Travel, accommodation, and conferences was up by \$4,230 to cover the attendance of the President and Manager at the Australia Meals on Wheels Conference in February. In current times it is vital that our organisation keeps informed about what others are doing and how the future for Meals on Wheels in the Country may look in the future.
- It is also noted that depreciation of \$21,746 is a non-cash item.
- The Balance sheet reflects the fact that cash assets as at 30 June 2020 have increased by \$24,504 from 30 June 2019.



Clr Brown off with Michael and Donna in Narooma- National Meals on Wheels Day

The Board has a priority -the financial sustainability of the organization and the importance of good financial controls. The Finance, Risk and Audit Committee continue to work with the Manager to monitor the financial situation and provide updated reports to the full Board. The Board is comfortable that it has sufficient cash to meet its current financial commitments

Board...and its responsibilities

The Boards primary responsibility remains Governance of the organisation and to work with the Manager to ensure that the appropriate resources are available for the day to day operation.

The Board is also responsible to ensure that the resources provided are utilised appropriately for the benefit of all stakeholders.

Board...in conclusion

There continues to be changes occurring within our sector and the Aged Care Sector as a whole. The Board will continue to monitor how Eurobodalla Meals on Wheels Cooperative is preparing for the future.

Our organisation provides a valuable service to our community and the Board is aware of its responsibility to ensure the ongoing viability and security of the organisation.

On behalf of the Board I want to thank the Members for their ongoing interest and commitment to the Eurobodalla Meals on Wheels Cooperative and we look forward to a successful next year.

Phil Armstrong, MAICD
President



Volunteers receiving BP Gift vouchers on National Meals on Wheels Day from Mayor Clr Liz Innes and Clr Lindsay Brown at the Batemans Bay Community Centre

Meals on Wheels Eurobodalla – Manager's Report

What a year we have had!

We have had the lot- drought, bush fires, floods, and a pandemic, then more floods...but our Cooperative has managed to get through and keep serving our clients with a smile.

Several times I wrote that there was a comedian who said, "I wish I could go back to 2019!" And I thought, "No!"

I did not wish to go back to 2019 and start the 2020 year all over again. It has been such a bad year that I would really like to help people get through it and look at 2021 with clear eyes and a hope for much better things.

Our small Cooperative has done well, and I wish to thank the paid staff who held things together so well. Bethany Mclean, Chelsea Terry and Keith Doran did wonderfully well from 1 January until today to care for clients, volunteers and each other though fires and the onset of the pandemic. We are immensely proud of each of them and sincerely thank them for their service.

Our year saw changes in our staffing. Mim van den Berg finished in her role as the Administrator and we thank her for her three years of service to clients and volunteers as well as to the office team. We welcomed Karen Welsh as our Receptionist and Individual Social Support Coordinator and Nicole McDonald as our Finance Officer. Both have fitted into the team very well and added much to the culture of the office.

Our Board has been stable and hardworking this year and we owe them a great deal. I would especially like to thank our President, Phil Armstrong, for the additional support he has given to the organisation. We asked Phil to assist with some finance matters and his efforts have seen us streamline and customise our finances and reporting systems.

We have long had deeply passionate Board members who have given a great deal. Sadly, a former Board member and a Cofounder of our PALZ Programme, Margaret Quigley died in June. She was a vibrant and dedicated person who gained so much from our Cooperative that she was inspired to start her degree at the University of Tasmania in Dementia studies.

Our Board also acknowledge the support of the late Mary Carter (wife of Director Les) and late Marion Roubos (wife of former director and volunteer Henk) who sadly left us earlier this year.

While we have had our sad and difficult moments, we have also had many great times and lots of smiles. We do have a wonderful Cooperative and it is my pleasure to present the Annual Report covering 2019-2020

Alan Russell JP
Manager



Our cap in Tasmania!



Meals on Wheels

Eurobodalla – Food Services

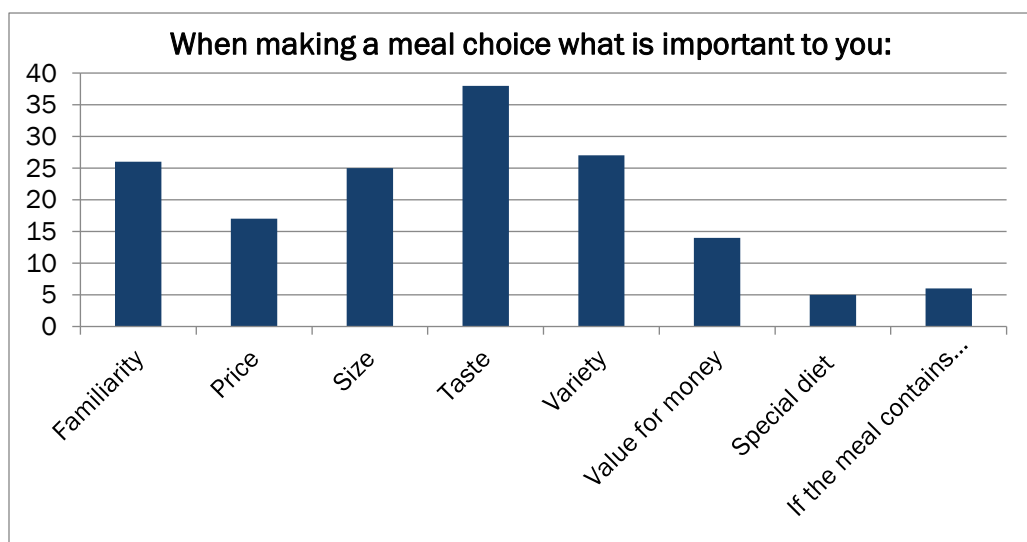
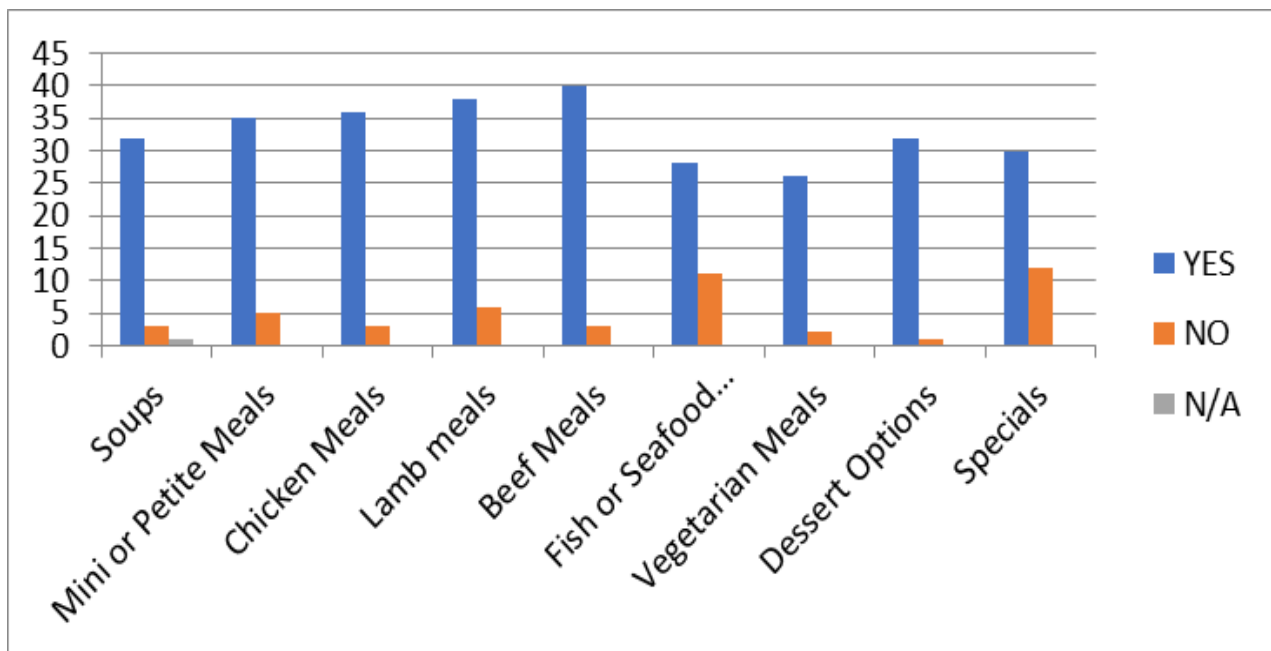
*Have appreciated the service
and meals generally.*

Survey 2020

This is the core of our business operation and is what we are known for in the community.

The **Annual Survey of Clients** gives us information on how our meals are perceived. The number of clients responding to the survey continues to be pleasing and saw 65 respondents this year.

The satisfaction level was very pleasing and the guide on the variety of meals offered is extremely helpful.



You are all doing a great job well done.

Survey 2020

Everything I order is tasty.

Survey 2020

Menus

Our menu continues to evolve and to be evaluated by clients and the Food Panel. We make changes for the seasons and according to need based upon the feedback from our clients and the sales reports. New meals are 'tested' by the Food Panel and often sent as trials to the clients. If acceptable they are introduced, and a less popular item is withdrawn.

Highlights such as Christmas are carefully planned for and the menu for the last two years has been very much enjoyed.

We are very keen to make sure that eating, and good meals are enjoyed by all our clients. We look to keep our clients healthy and enjoying life through a balanced diet and one where variety is important. We have over 60 items on our menu.

Suppliers

This year the three suppliers have done a wonderful job often under exceedingly difficult conditions. Maintaining the supply lines during the fires and floods; and the supply of good food during the drought has seen the suppliers working extremely hard.

We have appreciated the open communication, the quick responses and the positive manner in which they have sought to assist us.



Meal costs

The cost of meals continues to be a concern and the Board.

We have been able to maintain our prices at last year's prices. Therefore, we have held them at \$3 (Soups and Desserts), \$5 (Mini meals), \$7 (Main meals) and \$8.50 (Gourmet meals). The 'rounding off' of costs has been helpful to clients and to volunteers when collecting fees as we do not need to carry as much change; accounts and eftpos are growing in popularity. And from the new financial year we went "cashless". We had a three month lead in time but our clients have managed this well.

We continue to monitor movements in price and understand the ongoing pandemic may cause increases in the next 12 months, but our suppliers have been very good at holding their costs to date.

2020 Survey highlights

Lasagne was yum.

Salmon really stands out.

Apple pie taste like homemade; beautiful!

Roast pork -it is delicious!

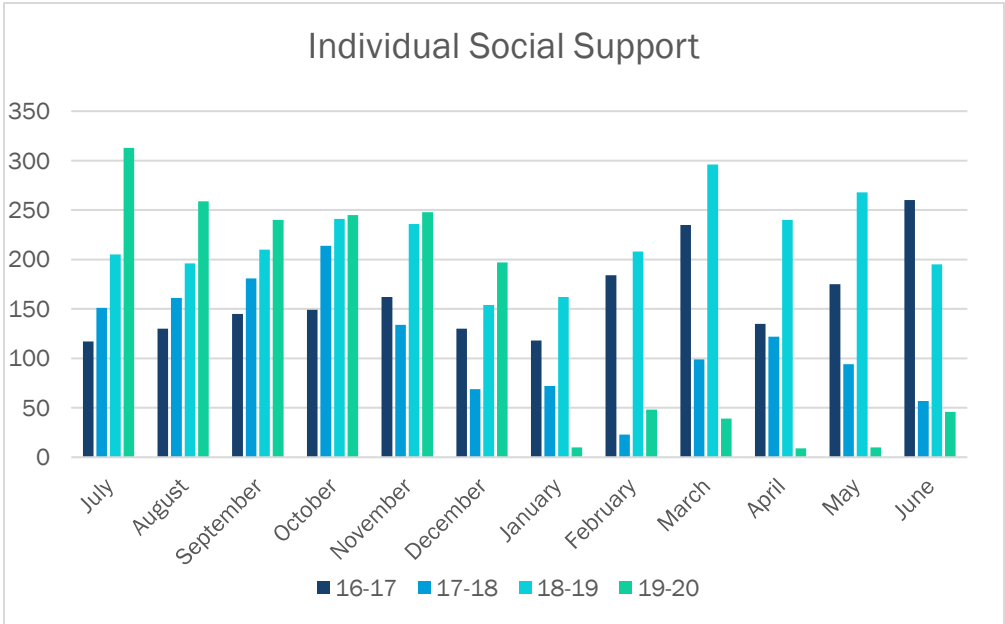
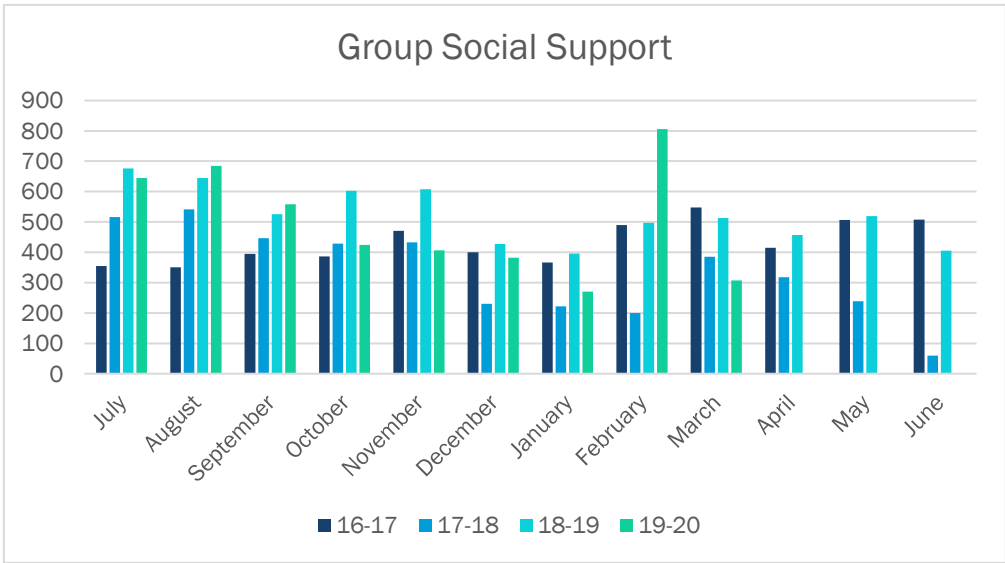
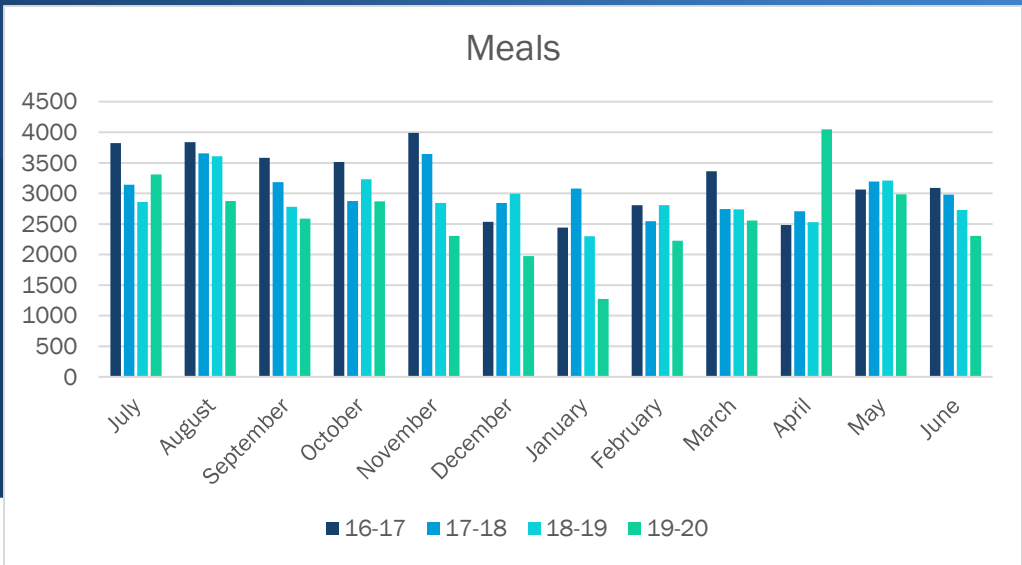
Baked fish fillet always consistent with flavour.

Soup Warming and healthy.

Steak and kidney pie; Only time I have a bit of Kidney.

Life became vastly different this year with Social Distancing then the wearing of face masks.





Meals on Wheels Eurobodalla – Social Support Services



This part of our operation has been growing but it has been the hardest hit by the fires and the pandemic. From March we had to stop our Group Social Support programme and although we tried in June and August to restart, the virus in the community saw the Government regulations stopping such groups restarting.

This also saw our efforts with the Elders at Wallaga Lake only have the February meeting. The community went into lockdown and all visitors were not allowed in.

Group Social Support (known affectionately as Out and About) had a major change two years ago. We are incredibly pleased with the initiative and have seen a renewed interest from the Narooma area. The popularity of the group as a whole saw us increase to five days a week.

We hosted clients

- in Narooma on a Monday at the Community Centre.
- with our exceedingly popular Lunch About continued on a Tuesday and went 'outside' the Shire.
- as we started in Moruya at the office on a Wednesday.
- at our wonderful Thursday programme continued in Batemans Bay, and
- with a Friday lunch group operating within our local area.

We are most grateful to the three Rotary Clubs within the Shire and the Moruya Jockey Club who had a most successful fundraiser at Christmas which saw us received \$24,000 towards our 'people mover'. Travel team Batemans Bay and Alan May Holden were also significant donors, and we thank them too.

Our thanks to our wonderful volunteers who sold raffle tickets like there was no tomorrow.... well done and thank you everyone.

We do share this vehicle with Yumaro, and it is based at Gillett House in Moruya.

Our programme started again in October!

Individual Social Support has continued to grow and now requires a staff member to spend a considerable part of their week planning the assistance we can offer. Our thanks to Mim van den Berg and Karen Welsh for establishing this programme so successfully.

We had a short break due to the pandemic, but we were able to accommodate the needs of the clients.

Wallaga Lake Elders Social Group was to continue to operate on the first Thursday of each month. The group has been going for 7 years and to miss so many months has been very disappointing.

But we shall be back once the clearance is given which allows us to enter the Community again.

Meals on Wheels Eurobodalla – Developments

You cannot stand still- you must continually plan and develop to stay relevant.

The needs of the Cooperative have grown and as such we needed to expand our office.

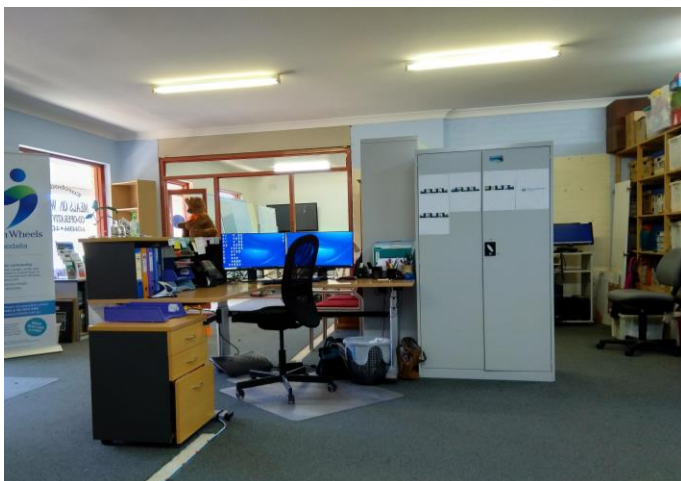
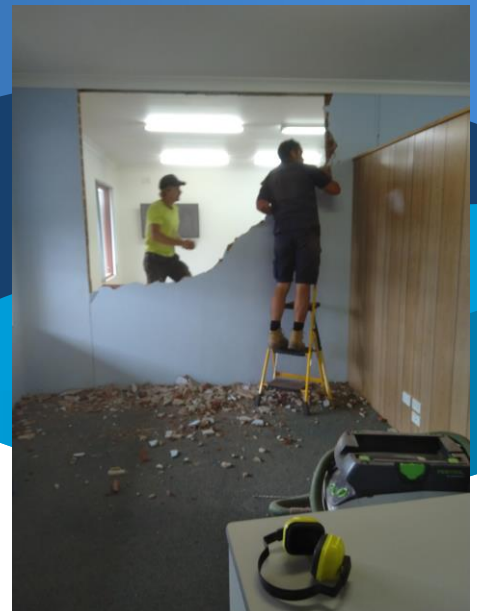
We have for some years looked for places where our profile would be more visible and where clients could have good access to us.

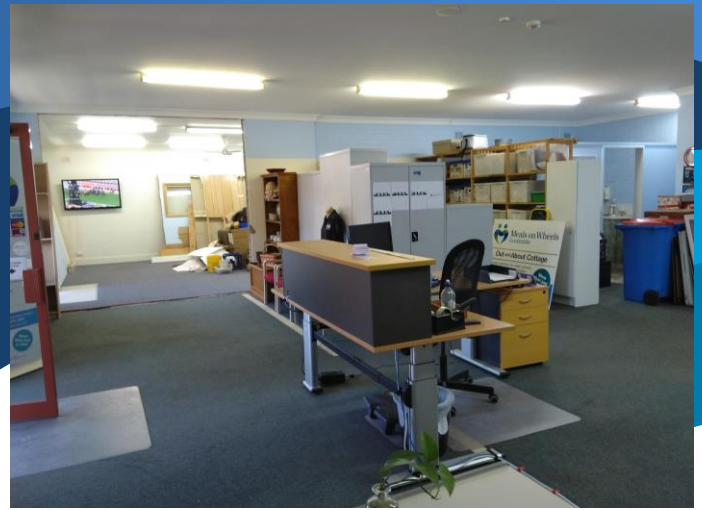
This saw several new locations viewed and plans sketched but an offer to open into the empty shop next door by ‘punching’ a hole in the wall made us think about staying where we were.

There was a cost saving and time saved because of the decision. We did not have to pack up everything and move and the fact that we were known where we were, added to the decision being reach by the Board to stay in the Air Raid Centre.

With some work we could make ourselves even more visible. So we

- placed signs on the roof,
- rebadged the windows,
- sought permission to upgrade the garden outside the door and to remove the vine to let in more light,
- had the landlord put in new glass doors so we could divide the meeting room off from the main office.
- had the old office and freezer room painted,
- new workstations were bought for the staff,
- bought new computers and two screens for each work area,
- had new telephones installed and upgraded communication system was put into place, and
- purchased new office chairs.





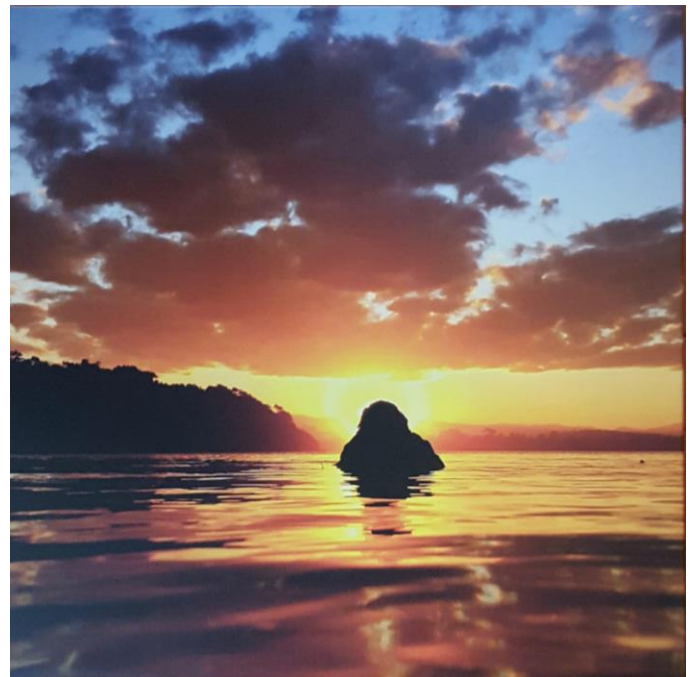
We also purchased a new storage system which 'hid' away all our boxes and files and improved the appearance of the office.

Some new kitchen appliances to allow for cooking and lunch preparation for Out and About clients were added to our second kitchen; carpet and furniture cleaning took place; some bright art pieces were put the wall and now we have a bright new office without all the upheaval we could have had.

Our volunteers and staff have new shirts which are modern in colour and design.

Our fleet of vehicles has grown due to the generosity of the community and sponsors through the Christmas Charity Race Day. We look forward to our clients using this often as our various programmes recommence.

All is looking very professional and as our Cooperative changes its importance and influence in the community and manner of our operation, this has been a necessary step.



Prints from Brad McLean Photography

Meals on Wheels

Eurobodalla – New projects -progress



PALZ

Into our mix we have introduced **PALZ**. This programme. It was going very well until the pandemic arrived and we had to stop. We look forward to 2021 and meeting again, but we have stayed in touch through newsletters.

Our promotional material says:

PALZ Eurobodalla is a new programme, created to assist professional people with Alzheimer's in continuing to function intellectually at the level they did in the past.

PALZ is based around interesting speakers making a presentation followed by some discussion. The idea is to challenge, stimulate ideas and enable discussion.

ACT!

A Collaborative **T**ool for Emergency Services and Home Support Providers

We were one of six Pilot areas for a new scheme to assist people with emergency readiness. The scheme was developed by New South Wales Meals on Wheels and emergency services to assist older people prepare for a natural disaster as well as general home safety.

The programme was launched in Sydney by the Minister for Emergency Services and was a feature on the last day of the Australia Meals on Wheels Conference.

The President and Manager were invited to speak at the conference following this presentation on the devastation of the fires in our area over the summer.

This has led to further publicity through Australia Meals on Wheels.



Meals on Wheels Eurobodalla – Community

We try hard to be seen in the community and are most grateful for the community's response.

Christmas Card design project continued for third year.

This time the students from Moruya Public School created the cards which went to all clients with a calendar and pen.

We have been supported by the:

- **Moruya Bowling & Recreation Club** (\$2,000) to support our volunteers.
- three **Rotary Clubs** (Batemans Bay, Moruya, Narooma) in the Shire and the **Moruya Jockey Club** with their Christmas Community Race Day on December 22nd for our People Mover.
- **Alan May Holden** and **TravelTeam Batemans Bay** who also provided funds for the People Mover.
- The **Batemans Bay Rotary Club** with Care Packs for our older people. The first ones were after the fires and the second set were given during the pandemic.
- The three **Doran** children on meals runs and at Out and About.
- The **Clubs Grants** with \$10,000 towards the fuel for the bus.



Year 2 at Moruya Public School



Meals on Wheels Eurobodalla – Staffing



Manager:	Alan Russell
Client Services Officer:	Bethany McLean
Administrator (until June):	Mim van den Berg
Out and About Coordinator:	Chelsea Terry
Assistant:	Keith Doran
Reception and ISS:	Karen Welsh
Finance Officer (from May):	Nicole McDoanld
Casual Team:	Denise Russell Rosie Alviaro
Administrative assistant:	Amy Lockton



*Thanks to our wonderful volunteers.
EMoW Awards and Certificates of Service were presented at our
small group Morning Teas*



Our volunteers
are the heart of
our Cooperative.





Charter of Aged Care Rights



All people receiving Australian Government funded residential care, home care or other aged care services in the community have rights.

I have the right to:

1. safe and high-quality care and services;
2. be treated with dignity and respect;
3. have my identity, culture and diversity valued and supported;
4. live without abuse and neglect;
5. be informed about my care and services in a way I understand;
6. access all information about myself, including information about my rights, care and services;
7. have control over and make choices about my care, and personal and social life, including where choices involve personal risk;
8. have control over, and make decisions about, the personal aspects of my daily life, financial affairs and possessions;
9. my independence;
10. be listened to and understood;
11. have a person of my choice, including an aged care advocate, support me or speak on my behalf;
12. complain free from reprisal, and to have my complaints dealt with fairly and promptly;
13. personal privacy and to have my personal information protected;
14. exercise my rights without it adversely affecting the way I am treated.

If you have concerns about the aged care you are receiving, you can:

- talk to your aged care provider, in the first instance,
- speak with an aged care advocate on **1800 700 600** or visit **opan.com.au**, for support to raise your concerns, or
- contact the **Aged Care Quality and Safety Commission** on **1800 951 822** or visit its website, **agedcarequality.gov.au**. The Commission can help you resolve a complaint about your aged care provider.

National Meals on Wheels Day saw the Mayor present vouchers and Councillors travel with volunteers to deliver meals in Batemans Bay, Moruya and Narooma



Meals on Wheels Eurobodalla – Donors



Venues 2019

Moruya Golf Club

Catalina Club

Media

Radio 2EARFM

Others noted under Community

Thank you to everyone...

you have been most generous.



Meals on Wheels Eurobodalla – Governance

*“Business is about people.
It’s about passion.
It’s about bold ideas;
bold small ideas or
bold large ideas.”*



Honesty

We hold ourselves accountable for our actions. We are trustworthy and discrete in our dealings with others

Empathy

We are respectful and caring of our clients, volunteers and staff. We value diversity in our community and aim to maintain the dignity of those we help.

Commitment

We are motivated to undertake our work in a reliable and professional manner. We are loyal to the organisation and accept responsibility for helping the clients we serve.

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