

2024-2025  
Annual Report



Meals on Wheels™  
Eurobodalla



Presentation at the Annual General Meeting  
27<sup>th</sup> October 2025  
Batemans Bay Office

## The Code of Conduct for Aged Care

The Code sets out the expected behaviour of aged care workers and providers.

This includes acting with integrity, respecting your rights and identity, delivering care safely and competently, and fostering a culture of kindness and inclusion.

We are fully committed to upholding the Statement of Rights and complying with the Code of Conduct to ensure you feel safe, respected, and supported at all times.

### Statement of Rights Under the Aged Care Act 2024,

You are entitled to a legislated Statement of Rights, which outlines what you can expect when receiving aged care services.

As a client of our Meals on Wheels Service, you have the right to:

- ✓ Be treated with dignity, respect, and compassion.
- ✓ Live free from abuse, neglect, and exploitation.
- ✓ Make informed choices and decisions about your care and support.
- ✓ Be free from discrimination, regardless of your personal circumstances or background.
  - ✓ Have your privacy and personal information protected.
- ✓ Receive information that is clear, timely, and accessible.
- ✓ Raise concerns or complaints without fear of negative consequences and have them addressed fairly and promptly.
- ✓ Involve others of your choosing in decisions about your care and services.
- ✓ Receive safe, high-quality care and services that support your goals, needs, and wellbeing.

### Statement of Responsibilities

Alongside your rights, clients also have responsibilities to ensure that services are delivered safely, respectfully, and in partnership with service providers.

As a client of our Meals on Wheels Service, you are expected to:

- ✓ Treat staff and volunteers with courtesy and respect, recognising their role in supporting your wellbeing.
  - ✓ Provide accurate and relevant information that supports safe and appropriate meal delivery, including dietary needs and access to your premises.
- ✓ Be available to receive your meal at the agreed time, or notify us as early as possible if you are unable to do so.
  - ✓ Let us know if your needs or circumstances change, so that we can adjust your services appropriately.
- ✓ Use the service safely and responsibly, including proper handling and storage of delivered meals.
- ✓ Respect the privacy and dignity of others, including fellow clients, staff, and volunteers.
- ✓ Contribute to a safe environment by not engaging in behaviour that is aggressive, threatening, or harmful.
- ✓ Participate in care planning and service reviews, if appropriate, to help ensure services continue to meet your needs.
- ✓ Report any concerns or complaints so they can be addressed and resolved.
- ✓ By fulfilling these responsibilities, you help us provide high-quality, respectful, and effective support that promotes your health, independence, and wellbeing.

# 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 the Australian Government.**

**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.

**Continuous Improvement:** we seek to be the best we can be in all our dealings and seek to improve our efforts.

## What do we do?

Eurobodalla Meals on Wheels facilitates social interaction between the elderly, and their communities through the coordination of volunteers to deliver meals and run social activities.

**Who are our Major Stakeholders?** Our major stakeholders are the elderly who need assistance to live in their own homes and maintain social interaction; 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.



# Directors

At the Annual General Meeting (November 2024) these Directors were elected.

## **Phil Armstrong (President)**

- I have lived in the Eurobodalla Shire for over 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.
- 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 where I was the Chair.
  - Ten years on the Board of Aged and Community Services Association of NSW & ACT.
  - Three years on the Board of Australian Rotary Health.
  - One year on the Committee of Management of Yumaro Inc in Moruya
  - Three years as a Director of Banksia Villages.
  - Three years on the Management Committee of Queanbeyan Meals on Wheels
- 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.

## **David Friedlieb JP (Chair: Finance and Audit and Risk Committee)**

- Moved to Batemans Bay from Wagga Wagga in 2023.
- I am a qualified Chartered Accountant
  - 15 years as an employee and partner with Coopers & Lybrand in Albury, Hunter Valley, Darwin and Wagga Wagga;
  - 29 years as a partner/director/consultant with WDF Professional in Wagga Wagga.
- Board positions have included:
  - 7 years as chair/member of the Finance, Audit and Risk Committee, and 5 years as a director of the Murrumbidgee Primary Health Network.
  - 15 years on the Finance Committee of the Diocese of Wagga Wagga.
  - Multiple positions with school boards, local charities, and Rotary Clubs.
- I have an interest in governance and in the responsible use of resources to maximise outcomes.

## **Cathy Milliken (Chair: Policy and Administration Committee)**

- I have been part of the South Coast community for over 35 years while living in Tuross Head.
- I have been
  - A Registered Marriage Celebrant and I have been privileged to conduct funerals.
  - The President of Tuross Head Progress Association.
  - The President of the Tuross Head Country Club, a member of the Tuross Head Business Owners Association.
  - Involved with many community organisations holding committee positions in all of them including St Peter's Anglican College P&F and Tuross Marine Rescue.



### **Jan Young (Chair: Food Panel)**

- I arrived in the Eurobodalla, with my husband Steve, in 1995 from the UK.
- I have had an involvement with
  - the local Brownie Pack, the P&F of the newly built Carroll College, both Moruya primary and high school canteens (the latter for 18 years!), initiating the 'Books for Babies' programme at Moruya Hospital with my husband (nearly 7000 books have been distributed), Moruya Rotary as an Honorary member (2013), Eurobodalla Catering Brigade (an inaugural member -more food) Our busiest time ever was during the 2019-2020 bush fires.
- My first involvement with Meals on Wheels was when hot food was delivered from the hospital canteen. Soup and gravy in thermos flasks which we served to clients in their homes along with ready plated meals. How times have changed!

### **Jim Greenshields**

- I retired to Narooma in 1996 after 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.
  - as a Building Consultant and a volunteer judge of their Awards with the Master Builders' Association Southern New South Wales.
- 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 Meals on Wheels in 2008 and joined the Board in 2015.

### **Deborah Buchanan (Resigned June 2025)**

- I moved to Batemans Bay from the Southern Highlands, where I was born and went to school.
- I ran a successful accounting practice in Moss Vale and now work from home.
- I am currently the Treasurer of
  - Batemans Bay Youth Foundation.
  - Catalina Golf Club Lady members.
  - Catalina Vets.
  - Eurobodalla St Cecilia Music Foundation.
- I keep busy playing golf, being with my eight grandchildren and enjoying some travel.

### **Michael O'Connor (Resigned February 2025)**

- Born in Dublin, I came to Australia in 1972.
- Lectured in Sociology of Deviance at Curtin University & University of New England.
- Practised as a solicitor in Tamworth.
- Retired to Narooma, and volunteer for
  - Rural Fire Service and
  - Patient Transport for NSW Cancer Council.
- Cooking is a hobby and I cook for a group of Narooma friends each month.



### Paul Rothe (Appointed July 2025)

- I am a retired medical practitioner.
  - I graduated in 1978 from UNSW and worked for several years in Sydney before heading overseas, working in Saudi Arabia and the UK. I gained my fellowship to the Royal College of Physicians (UK).
  - Our children were born overseas, one in Saudi and one in Wales. My wife hails from South Africa.
- I worked for Lifeline as a counsellor and trainer for 7 years. Involved in the establishment of Youthline
- After returning from the UK, I worked for 6 years in Sydney.
  - I was a partner in a General Practice as well as working in the ED at Nepean Hospital.
- We moved to Ulladulla in 1993, where I was a partner in a General Practice till I retired in 2022.
  - Visiting Medical Officer at Milton Hospital during that period.
  - Member of the Shoalhaven Cardiovascular Advisory group from 1999 till 2007.
  - Member of the Shoalhaven Hospital Medical Board from 2017 to 2022.
  - Head of the Department of General Practice for the Shoalhaven Hospital Group 2017-2022.
  - Clinical Senior Lecturer for UNSW and Sydney University students for many years and University of Wollongong from 2008 till my retirement.
- I served as a JP in NSW from 1976 till 2023.
- I am interested in improving outcomes for our community's most vulnerable.
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### Meeting attendance

Director	Meetings attended	Meetings eligible to attend
Phil Armstrong	7	9
David Friedlieb	7	9
Cathy Milliken	8	9
Deborah Buchanan (Resigned June '25)	2	6
Jan Young	7	9
Jim Greenshields	9	9
Michael O'Connor (Resigned February '25)	1	2
Paul Rothe (Appointed July'25)	3	3



Ellen Grace (102 years of age) enjoys our Individual Social Support outings with Stan and our Meals.

## Aged Care Reform Roles

**Boards and CEO**  
Work **ON** the business

**Staff and volunteers**  
Work **IN** the business

**Everyone's**  
Work is **TRANSFORMING** the  
business

## Public Officer and Manager, Alan Russell JP

- My life has been about service to others through my teaching career, Scouting and, more recently, through Rotary and Eurobodalla Meals on Wheels.
- I began my teaching career in 1975.  
I graduated from Christchurch Teacher's 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 over 18 years and in New Zealand for many years before hand.
- 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 resigned in 2017 and was appointed Manager.
- Appointed to the New South Wales Meals on Wheels Board in October 2024.
- I serve as Treasurer/Secretary of the Nelligen Recreational Park Trust Board and am now Chairman.
- I have twice been President of Batemans Bay Rotary. I have served as Secretary, and Youth and Vocation Director. I was the Assistant Governor looking after the three coastal clubs (July 2017-June 2020).

## Committee Membership

The following volunteers have been served on one of our committees over the year

- Derek Hoare (Policy and Administration)
- Patricia Munchenburg (Food Panel)
- Barbara Crosby-Browne (Food Panel)
- Beth Bennett (Food Panel)
- Michele Brooks (Food Panel)
- Lyn Newton (Food Panel)

## Client Assistance Teams (CATS)

The following teams have been assisting clients with the administration needed and we are very thankful for their help, care and compassion.

- Denise Russell and Karen Cockerill (Batemans Bay)
- Regina Turnbull and Veronica Longley (Batemans Bay)
- Jean Venville (Batemans Bay)
- Alison and Paul Mortensen (Ulladulla)
- Lisa Martin and David Collins (Ulladulla)
- Lindsey Hawken and Peter Clarke (Ulladulla)
- Paul Blundell and Gwen Downie (Sussex Inlet)



## Patrons Meals on Wheels Australia

Meals on Wheels™ Australia is pleased to announce its new joint Patrons, Her Excellency the Honourable Ms Sam Mostyn AC, Governor-General of the Commonwealth of Australia and her husband, His Excellency Mr Simeon Beckett SC.

Chair, Paul Sadler said he is delighted to have such incredible Patrons supporting Meals on Wheels.

"It is such an honour to have Their Excellencies champion our organisation and support our purpose, making a real difference in the lives of older Australians.

"We believe this partnership represents what it truly means to be an Australian; looking out for one another and giving back to the community."

The Governor-General said the patronage aligns with her and her husband's values and interests.

"Simeon and I are delighted to support Meals on Wheels™ Australia as joint Patrons. With care at the core of their important work, Meals on Wheels helps to prevent malnutrition and social isolation to so many who need it most," the Governor-General said.

14 July 2025



### Patrons

Her Excellency the Hon Ms Sam Mostyn AC (Governor General)  
and  
His Excellency Mr Simeon Beckett SC

# Strategic Plan 2024-2026



## Purpose

Eurobodalla Meals on Wheels helps make our community stronger by providing services that contribute to the health, wellbeing, and independence of people.

## Core Values

### Honesty

We hold ourselves accountable to the community 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.

### Continuous Improvement

We seek to be the best we can be in our dealings with others and in the way we conduct the business and affairs of the organisation. We seek to improve our efforts and evaluate our performance and achievements regularly.



# Strategic Elements

## Growth and Sustainability

- To seek more time to care for our clients.
- To provide 'more than a meal' for our community.
- To seek ways to expand our present business model.
- To secure new business opportunities.
- To review and monitor the 'competition' in Aged Care services.

## Clients

- Advocacy for our clients.
- Increase the range of services available to clients.
- To seek how we may better serve the clients' needs.
- To review Care at Home and Home Care Packages.

## Workforce

- To encourage imaginative and authentic leadership.
- To seek opportunities for our volunteers to develop skills.
- To maintain the best possible paid and unpaid workforce.
- Education and training to be a cornerstone for employees.

## Marketing

- To develop a Marketing Plan.
- To seek marketing experience on the Board.
- Create an 'umbrella' name to cover the organisations functions.
- Review how Clients gather information on available Aged Care services.

## Governance

- To review the Cooperative status.
- To seek appropriately qualified skill-based Directors.
- To build confidence in the role and responsibility as Director.
- To establish an ongoing training programme to assist Directors in their role.

## Systems

- To be aware and implement a strong Serious Incident reporting Scheme (SIRS) programme
- To review the social media communications.
- To establish regular review processes of Client Care Plans.
- To communicate changes to menu and programme to clients in a timely manner.
- To establish an internal communication system so all information is gathered and passed on quickly.

The development of the next Strategic Plan (2026-2028) has commenced.



## The new Aged Care Act puts you at the centre of your aged care

It will make aged care safer, fairer and more respectful. This visual outlines the main parts of the new Act and how they work together.



### Single Assessment System

We are reforming aged care assessments to make it easier for you to enter aged care and access different services as your needs change.

#### What is the Single Assessment System?

The Single Assessment System for aged care has 3 key parts:

**Integrated Assessment Tool (IAT)** started as the new tool for assessing eligibility for Australian Government-funded aged care on 1 July 2024

**Single Assessment System workforce** will bring together 3 different assessment workforces from 9 December 2024.

new **First Nations assessment organisations** to provide more culturally safe pathways for older Aboriginal and Torres Strait Islander people will be rolled out from 1 July 2025.

The new system will provide a single assessment pathway to access all Government-funded in-home, flexible care and entry to residential aged care. It will:

- ✓ be simpler to navigate for you, your family and carers
  - ✓ ensure you only have to tell your story once
- ✓ adapt to your changing needs, without having to change assessment provider
  - ✓ ensure access to assessments in regional, rural and remote areas
  - ✓ have shorter wait times for assessments.

There will be no changes to aged care eligibility requirements or referrals to urgent services.

# President's Report

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



**It remains a privilege to serve as President of the Eurobodalla Meals on Wheels Cooperative. I am delighted to lead a very dedicated team of Directors who are considered and thoughtful as they make decisions for our business.**

We have had a very stable Board for many years. There have been one or two who have served their two years and left but most have served several terms.

This year we have seen Deborah Buchanan retire. Deborah was the Finance, Risk and Audit Chair for several years and then retired. When we needed her services, she willingly came back as long as we were looking for a replacement! And we found one in David Friedleib who was elected to the Board last year. Deborah stayed on but retired at the end of the financial year for business, travel and family reasons. Thank you, Deborah, for all you contributed to the organisation and our sound financial position can be linked to your years of service.

Michael O'Connor has also left the Board. This was due to sad family health issues which required Michael and Donna to be nearer to family in Newcastle. We think of them often and hope their grandson is doing better now.

We have appointed Dr Paul Rothe to the Board and his skills, as well as being located in the northern part of our area, will be very valuable.

We have Lyn Sandford observing Board meetings and we hope that she too will join us after the AGM.

Sadly, this year will be Jim Greenshields last year. He has given 10 years of extremely valuable service to the Board, but he has given even longer service to the organisation. Betty and Jim were delivery people before Jim joined the Board in 2015. Jim is in Narooma and that has been invaluable. He is thoughtful, well researched and just a very nice man. Thank you, Jim, for your contribution.

It was good to welcome David Friedlieb to the Board, and he is proving to be a very good Chair of the Finance, Risk and Audit Committee. Welcome to David and thank you for your considerable leadership over the last 12 months.

## **The year**

Once again, I feel that we have maintained and developed our core business and met our Mission

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

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**

The Board's core function is to continue to provide strategic guidance and direction for the organisation which allows the Manager and his team to build our service.

While we have a Strategic Plan and goals within it, the year has also seen the introduction of the new Aged Care Act 2024. This was due for introduction on 1 July 2025 but was given a three-month reprieve due to 'backroom functions' from the Department of Health, Disability and Aged Care not being ready. This was a sensible move by the Government as this is such a huge change that it must be right. We can only hope that the three months will see everything in place for 1 November 2025.

The Manager has continued to 'train and educate' the Board on the new Act with many papers and articles. With the new focus now being on clients, while the old Act described what providers could and could not do, we may see new players starting to enter the Aged Care market and this may have considerable influence upon what we do.

As the Manager starts us on the path to a new Strategic Plan (2026-2028) we will need to be mindful of the influence of the new Act, competition and a changing culture within Aged Care.

I am sure that our Board has the skills and awareness to be able to look at the challenges in front of us and act with wisdom, lived experience and knowledge.

All of this will be while maintaining our existing business operations and ensuring the long-term financial stability of the organisation which has been good again this year.

Once again, I commend the work of the Board to you and thank everyone for their contributions and service.

Each year I have noted that our Board sub-committees have continued to work hard and use their expertise to benefit our clients and the Cooperative, and this year was no exception. A great deal of work is done by the committees before recommendations are presented to the Board.

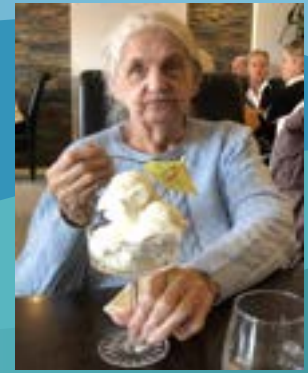
I especially wish to thank the three Chairs -David Friedlieb (Finance, Risk and Audit), Jan Young (Food Panel) and Cathy Milliken (Policy and Administration) for their leadership and their work with the Manager to achieve some outstanding results.

- **Food Panel**

Objective: To provide guidance on the appropriateness of the meals that we provide.

Jan Young has had another very successful year as the Chair of the Panel, and we thank her for her leadership of the Panel.

The Panel includes Volunteers and Clients, which again allows for feedback, as well as Board and



Management involvement.

Last year we welcomed Laura Cockroft (Ulladulla) and Kelley Hill (Batemans Bay) to the Panel as our paid staff who look after the meals side of the business. Once again, they have done an excellent job.

We welcomed Michele Brooks to the Panel from Sussex Inlet. Michele looks after that office very well and for 14 years was a member of the Southern Shoalhaven Zone Meals on Wheels Board. Thank you for bringing your knowledge and time to the Committee.

- **Policy and Administration Committee**

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

Cathy Milliken has continued as an outstanding Chair.

The ongoing review of the organisations policies is done methodically and against a timeline which means nothing is missed.

This remains part of the organisation's continuous improvement.

Last year Derek Hoare stood down from the Board but agreed to join this committee and we are most grateful for his thinking and thoughtful consideration of these policy statements.

- **Finance, Risk and Audit Committee**

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

David Friedlieb has been a dedicated Chair of this committee and we are most grateful that he agreed to stand for our Board.

David has developed an excellent working relationship with the Finance Officer and together they have some plans for the new year.

His expertise will see the committee looking at a range of issues under its Audit and Risk headings to guarantee the organisation's future.

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.

This year has been a successful one and we thank David, and Nicole McDonald, our Finance Officer, for their diligence and management of our finances.

I wish to once again acknowledge the openness of our meetings which have seen us debate, discuss, and decide upon a course of action, and this will be important going forward.

I thank all committee members for their valuable contributions

Scrabble Group





### **The Board ...and its membership**

At the Annual General Meeting we will bid farewell to Jim Greenshields. There is not enough space to note all that Jim has given, and meant, to the Board. He will be missed as will his thoughtful questions, sense of humour and commonsense approach. Again, thank you Jim.

### **The Board as at the 2024 AGM**

#### **President**

Phil Armstrong

#### **Directors**

Cathy Milliken, Deborah Buchanan, Jan Young, Jim Greenshields, Michael O'Connor, David Friedlieb

Our Governance structure has done away with various 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**

This has been an important year for the Cooperative as we prepare for the new Aged Care Act 2024 to come into operation. I thank the staff for the work they have done behind the scenes to be ready.

Our staff has grown over the last couple of years and again we saw new faces appear. We welcomed Maree Dickinson and Regan Coles to the team in November, and this year Matte Willis has joined us. Thank you all for what you have contributed to the organisation over your time with us.

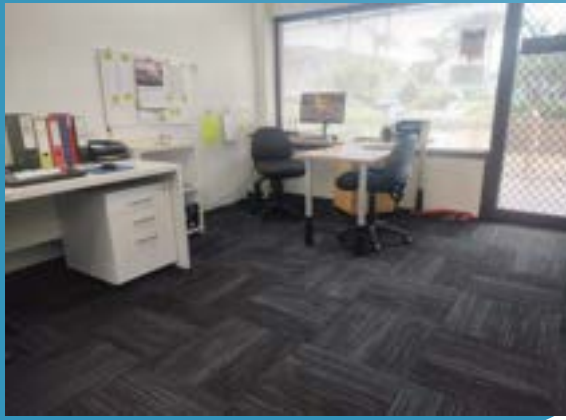
Once again, the Board would like to acknowledge Alan Russell as Manager and all his staff of Nicole, Kelley, Cathy, Rachel, Maree, Regan, Laura, Suzy, Emma and Rowena. Their dedication and commitment to ensuring that our clients are the priority is acknowledged and greatly appreciated.

The Board acknowledges the work of everyone as they contributed to us being a finalist in the Eurobodalla Business Awards for an Outstanding Community Organisation.

### **Board...and its finances**

We have had another successful year and our thanks to all the staff for the care and control of the finances.

We have been fortunate to be in the position we are so we can enter our Strategic Planning phase from a position of strength.



As I noted last year the Board is aware that the future may not be as easy as the recent past. Plans have been made to make sure we are prepared for any changes should the new Aged Care Act create a different environment for us to work within. The Board is comfortable that it has sufficient cash to meet its current financial commitments.

For the second year the fundraising at the Moruya Rodeo was very helpful. We did share this with the Community Breakfast groups as they supplied volunteers to assist. Another win in the Elgas Act of Kindness campaign has brought in excellent funds. Thank you to all who were in some way involved in these projects, and especially to those who quietly made donations to us.

### **Board...and its responsibilities**

If we wish to survive, we must be versatile, forward thinking, and willing to change and develop.

- The Board's 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 responsible for ensuring that the resources provided are utilised appropriately for the benefit of all stakeholders.  
We believe that we have done this while working to meet the objectives set in our Strategic Plan. This includes looking to the future and how the business may develop.
- We took the big step of merging with another organisation in 2023. In 2024 we took another big step by moving to bigger premises. 2025 was a year of consolidation and building upon what we have.
- The Board considered the name of the organisation. Eurobodalla Meals on Wheels remains our legal name, our operational name was considered and 'Meals and Community Services' was agreed to. This is now displayed at all offices.
- The changes in the Aged Care sector are to be significant and as the new target date of 1 November 2025 approaches, we need to make sure we are ready and prepared for the new opportunities before us.

Thanks Jake Cartwright from Jake Cartwright Legal for his support as we have completed discussions with Eurobodalla Shire Council over the Narooma facility.

### **Board...in conclusion**

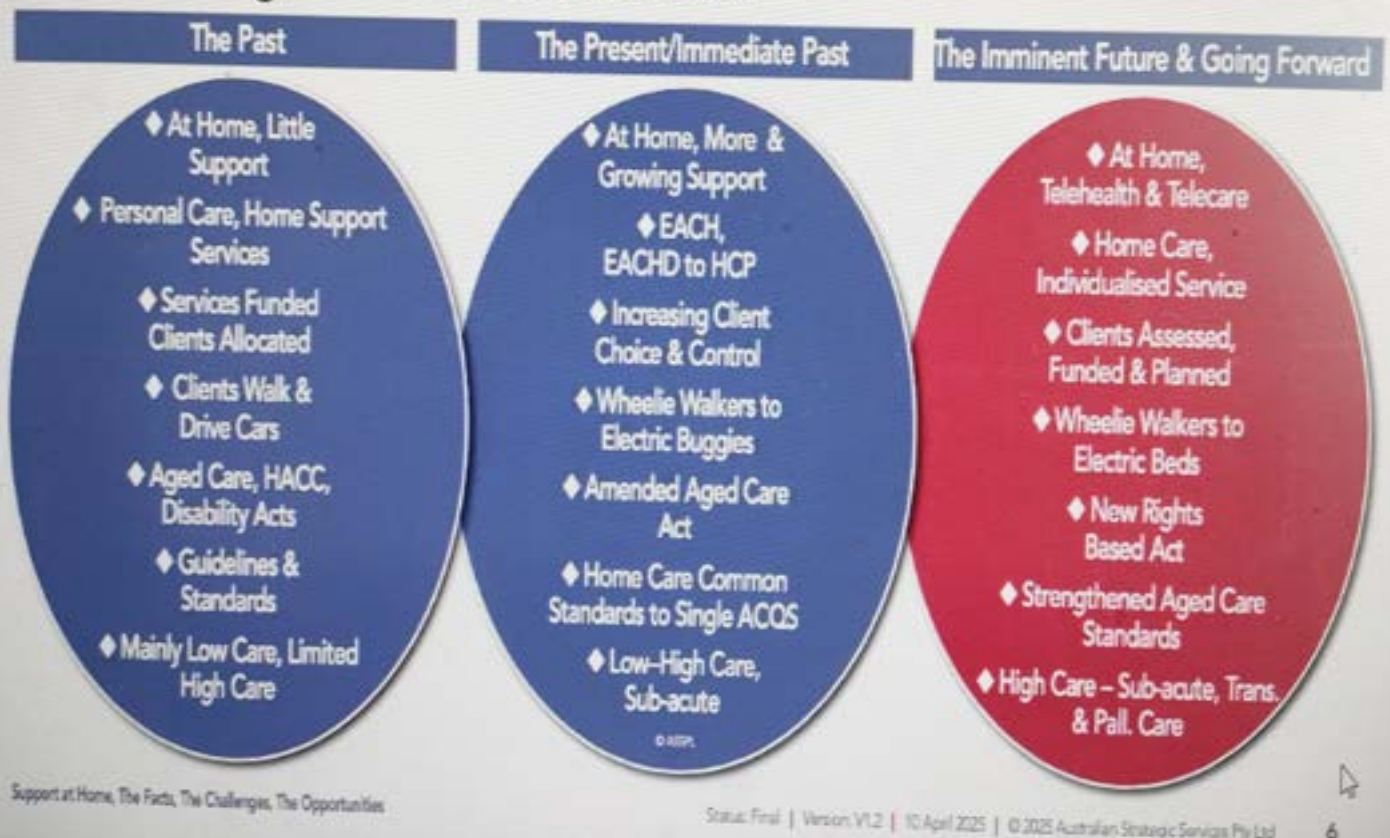
There continues to be changes occurring within our sector and the Aged Care Sector as a whole. As noted, the Board will continue to monitor how Eurobodalla Meals on Wheels Cooperative prepares for the future.

**Phil Armstrong,  
President**



Scrabble Group

# The Paradigm Shift in Home Care



## The Core Business, The Reason For Being Of Aged Care

- ◆ The core business, reason for being or raison d'être, of both residential aged care and/or home care providers can be described as:

*“enhance, maintain or manage the health, wellbeing and lifestyle of aged care residents/clients with actual, emerging or lifelong chronic health (1–5 conditions) or complex health (5 or more conditions), debilitating injuries or accidents, serious illnesses or diseases or any combination of these morbidities or co-morbidities”.*



# Manager's Report

For the past two years I have opened with the following,

**"This year has been a very big one for Eurobodalla Meals on Wheels. Our business and service to the community has grown and the business is positioning itself for a new environment as the Federal Government addresses the concerns raised by the Aged Care Royal Commission."**



**Last year I went on to repeat this statement. I could do so again, as it has been a big year and there are still concerns with the new Aged Care Act 2024 which is due to come into place on 1 November 2025 rather than 1 July 2025.**

While we have tried hard to come to terms with the new Act and its Rules and Regulations and to be ready for its introduction, we have also had a big year as a cooperative with its development and making it responsive to the needs of our clients. We want it to be a place where our volunteers and staff enjoy their time.

The decision to move our office from Moruya to Batemans Bay, and have a Head Office for our larger area, was 'huge' and took a great deal of work.

I believe that the confidence shown by the Board to make this decision and to see it through showed foresight, wisdom and courage. I do not believe that the Board has been let down as we do have a wonderful base which is open, able to accommodate all we need, is obvious to the community and is nice to work in. The year has been one of settling in and developing processes and procedures within the centre and throughout the organisation.

The Centre has three cores -the administration area, the garage and freezer area and a meeting area. Two of these have been well used to this date and the third -the meeting area, is ready to go!

The move was designed to create a Head Office for the business.

With the merging of Southern Shoalhaven Zone Meals on Wheels into Eurobodalla Meals on Wheels, the key functions of the organisation -management and finance - needed to be more central, and for good Governance we wanted to attract people to the Board who felt that the distance to meetings was not a burden. All of these have been achieved.

The move was to also look at future opportunities and to have the capacity to be able to develop the business.

The next Strategic Plan is for 2026-2028 and work has started on it. This will be the most extensive preparation for a Strategic Plan which we have held in five years and timely that we look at all we do and possibly could do to continue to build our business.

The staff have been giving ideas; the Finance, Audit and Risk Committee have established areas for Review with their findings contributing to the Plan; the Food Panel have discussed how we go forward and meet head on the competition which is growing now that regulation in the Aged Care providers area is less; and the Policy and Administration Committee continues to evaluate each Policy for our future.

Clients and volunteers will contribute as well and their surveys each year are the starting point of the feedback. I am pleased to say that the Clients' Survey was very positive about what we do. It was not so positive about the

## What do you enjoy most in your volunteer work?

**I feel useful- it gives me purpose**

**Being useful**

**Doing something rewarding**

**Being able to help**

**Chatting**

**Social aspect and helping others**

**Providing a service to people in need and building new relationships**

**Helping our community**

**Its rewarding seeing the joy a short visit and chat can bring**

**Talking to clients and helping where needed**

**Chatting and making others smile**

**I enjoy seeing the clients happy, enabling them to get out and about and enjoying themselves**

**I enjoy the positive relationship I have with an older community member**

**who has a different life experience to my own**

*Volunteers Survey 2025*

amount of knowledge gained by our clients on the new Aged Care Act 2024, an area where we and the Government need to improve our communications.

The Volunteer's Survey was also positive although the number of returns was down on previous years. There are comments throughout the report.

In July we contacted all who are Members of the Cooperative to see if they wish to continue in that role. Membership is after a volunteer has done 5 hours of service. We have some long serving Members who wish to remain as supporters while not volunteering. It is pleasing to know that people remain attached to our ideals and service to the community. A few did retire and I thank them for all they did during their time with Eurobodalla Meals on Wheels and with Southern Shoalhaven Zone Meals on Wheels.



The final two parts of the merger were completed this year.

- While Eurobodalla Meals on Wheels is our official name, the Board has adopted the term 'Meals and Community Services' to tell what we do. This name has been included on all our buildings in the new signage we have erected.
- The other act was that the registration of Southern Shoalhaven Zone Meals on Wheels as a registered Association was ended. The Federal Department of Health, Disability and Aged Care had accepted the merger, but we still had to wind things up with the NSW Department of Fair Trading. This was finally achieved in June.

The year has been a good one for us, but there is growing competition which is due to the changes coming through with new Act. The previous Act was about what providers could and could not do; the new Act is client centred and this has seen some regulation governing providers loosened. The result is more providers are starting to enter the market.

In the Meals area, we have long had competition from a very strong commercial operation called Lite 'n Easy. With their big advertising budget, they have flooded the market with their service. Meals on Wheels Australia and New South Wales Meals on Wheels do not have the finance to fight in the media, so we have to sell the personal contact that our wonderful volunteers provide, and the support and assistance offered so freely by the dedicated staff. Our Welfare Checks as we deliver meals are so important. While we are not professionals in relation to health checks we are able to observe, listen to and evaluate the clients we visit. A note on the Runsheet helps the staff know how our clients are travelling and whether we need to provide any further assistance.

Even some of our meal suppliers have become our competition by putting freezers into pharmacies especially in

**Do you find your volunteering role rewarding?**

**I love helping people**

**I enjoy helping others and the social contact it gives me**

**Meeting other people**

**Enjoy helping**

**We enjoy meeting the clients and doing something for our community.**

**Giving back to the community**

**I feel part of the community**

**The interactions, warm smiles makes it so well worth it**

**Meeting clients, providing support**

**The service MoW provides and getting to know the clients**

**Gives me a chance to meet and help people in my community,**

**makes me feel that I am contributing to the welfare of others**

*Volunteers Survey 2025*

our rural towns. While people will be paying more, it is stopping some potential clients from becoming registered through My Aged Care and being part of the aged care system.

In our Group Social Support area, we are going to see new providers offering services. How long some of them may last is a question, but they will be there, and some clients may get hurt. But our support and compassion will be there to pick up the pieces.

Ulladulla Expo 2025



# Key External Drivers, Forces & Trends of Aged Care



- ♦ All aged care organisations are subject to dynamic external drivers, forces and trends.
- ♦ Understanding and addressing these is critical to:
  - \* responding to the new Aged Care Act, Strengthened Standards and related aged care reforms
  - \* implementing the Support at Home rules
  - \* service development and delivery
  - \* business growth and success
  - \* profitability and financial sustainability
  - \* working in the business, on the business and transforming the business of care.

Support at Home, The Facts, The Challenges, The Opportunities

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# A Reminder, Today's Strategy, Tomorrow's Strategic Destiny

- ♦ As a consequence of the ACRC Recommendations and subsequent Department of Health and Aged Care reforms and policies, a small but increasing number of aged care leaders have started to transform their organisations, re-engineer their service-business models and reinvent their organisation's culture.
- ♦ The concern is that many leaders are focused only on implementing ACRC "technical reforms and policies"; but what is their organisation's strategic destiny?



Aged Care, A Vital Part Of The Australian Healthcare System

Status: Final | Version: V4.1 | 19 June 2023 | © 2023 Australian Strategic Services Pty Ltd

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To do all of this we need to have a team of committed and compassionate people who are very willing to assist, guide, support and guard the welfare of our clients and older people generally.

This is seen every day and highlighted when there is a natural disaster or when a person is in need. I thank all of them for what they do, the culture they are helping to build at Eurobodalla Meals on Wheels and the smiles they bring to work every day. Our paid staff are amazing, and our volunteer staff are always rated very highly by our clients. They are the 'cornerstone' of our organisation. Their smiles, cheerful interactions and concern is welcomed every time they visit or when clients go on an outing. Thank you, team!

Last year we appointed a store man, and this has been a good move. We also appointed a new Receptionist and ISS Coordinator who has also brought a professional approach to her role. In June we appointed another person to assist with our community engagement and to back up our finance area. To Regan, Marie and Matte - welcome and thank you for all you have contributed since starting with us.

Another group which gives freely is the Board.

We have had an exceptional Board for nearly 10 years. It has been stable and hardworking. It has the most amazing culture and new members have embraced the collegiality and collective responsibility that they show at each meeting.

We are very mindful of the needs of the Board, and we seek the skills of potential members to make sure we are able to deal with all matters which arise. We are also mindful of the gender balance and regional representation required to make the Board truly representative and in touch with its community.

During the year we lost Michael O'Connor who needed to move to Newcastle to be near his family. Deborah Buchanan also retired due to business and travel plans. Both brought humour and professional services to the Board. Thank you for your years of service and wise counsel.

We filled their positions with casual appointments until the Annual General Meeting. We have welcomed Dr Paul Rothe (June) to the Board and have already appreciated his quiet and thoughtful counsel. Lynnette Sandford has been attending Board meetings as an observer with the intent of joining the Board. Their appointments give us clinical knowledge and governance leadership skills as well as both being from the northern part of our area.



Art and Craft Groups work

**All older people have the right to receive safe, high quality care and services and to be treated with dignity and respect.**

**Good      Agree      True      As it should be      Yes of course**  
**Continue with the positive attitude      Staff are all so polite and helpful, much appreciated**  
**Absolutely, as Pensioners we are not mentioned by the Federal Prime Minister**  
**Support the idea      I agree and you are doing this now      Very much so**  
**Find MoW staff very caring and respectful**

Client Survey 2025

At the Annual General Meeting we will bid farewell to Jim Greenshields who started on the Board in 2015. His building background has been very useful when we move premises and in our discussions over our former Narooma site. We will miss Jim and his sense of humour, his attention to detail and the need to have his white coffee stirred twice to the right! Thank you, Jim, and our thanks to Betty who has been a volunteer and Member as well as Jims computer operator and secretary!

We have been fortunate to have volunteers serve on our committees. I thank Derek Hoare (Policy and Administration), Lyn Newton, Michele Brooks, Patricia Muchenburg, Beth Bennett and Barbara Crosby-Browne (Food Panel) who have been wonderful contributors and passionate supporters of Eurobodalla Meals on Wheels. Michele Brooks was on the Southern Shoalhaven Management Committee for 14 years, and she has kindly agreed to continue to give of her experience and advice.

I would like to thank Michele and Ros Wise for their outstanding efforts as our volunteers in charge at Sussex Inlet. They do a wonderful job there every Friday as the meals are sent out and on other days as stock arrives.

Tasks completed this year have included

- ✓ Upgrade of Sussex Inlet was completed – new flooring, new freezers installed, new signage
- ✓ Upgrade of the freezers at Ulladulla and their old freezers were also given to worthy community groups.
- ✓ Another new freezer for Batemans Bay
- ✓ Replacement Food van
- ✓ Lighting on the signage at Batemans Bay
- ✓ New advertising flags, banners and screens for our marketing
- ✓ Additional email addresses so all staff can be contacted
- ✓ Upgrading of our website and Facebook is continuous
- ✓ Videos of clients, volunteers and staff were completed by Meals on Wheels New South Wales and have been used on our website.

We are not standing still in what is being achieved for the organisation going forward.

Sussex Inlet has been doing a wonderful job for their local community. We advertise on the Bowling cards at the local club, provided our old freezers to a range of Not-for-Profit groups in the area, contribute articles to the SussexInletter and will host a celebration in November to mark 44 years of operation and 25 years as part of Southern Shoalhaven Zone Melas on Wheels and then Eurobodalla Meals on Wheels. The volunteers there are a tight group of dedicated locals and the team running the office are so compassionate, very well organised and just wonderful community members.

Ulladalla office also completes an outstanding job. The team of four staff there are compassionate and concerned about their clients and community. This was highlighted when there was a major power outage during

**We're helping older people and volunteers create meaningful connections in the community**

**Good**

**Agree**

**A job well done**

**Good idea**

**Have community outings of days**

**Organising regular outings**

**Very good**

**Yes, quite good**

**You are! Although we have not availed ourselves of that aspect yet**

**Retirement and final years is a time for self-realisation and reflection. Old people have to live till the end in a way that means something to them. Assist them to do that!**

**You do it now**

**Doing very well**

**10 out of 10 to the lovely volunteers**

**Enjoying GSS outings**

*Client Survey 2025*

winter and community members were without power for several days. Our team jumped into action and assisted many by a phone call of concern, or by visits, meals and the opportunity to attend our Centre for warmth, food and hot drinks. The staff are backed up by an outstanding group of volunteers and the two work in harmony for their clients and each other

Batemans Bay office has really found its 'groove'. Everyone is contributing so much to the operation and development of the organisation in the local area and within the wider expanded area. The devotion to the clients and volunteers has been very pleasing and is seen every day. Several staff have roles which are beyond the local needs, and they are working for the whole organisation in finance, meal ordering and marketing.

Narooma Distribution Centre was vacated when we shifted north but the ongoing issues have taken a great deal of time. It is hoped that all will be concluded by the time of the Annual General Meeting -and it has been! When our decision to move was decided, the Eurobodalla Shire Council was informed. When we moved, the Council was told the date. However, it wasn't until early 2025 that they decided to look at the facility and get back to us. Since then, we have tried to get the various issues resolved but it has taken time!

The needs of our clients have changed over the years, and we have stepped up to assist them. Once clients were brought to social outings by family members but now all of them are collected. This has seen the two buses attached to the Batemans Bay office, and the bus and people mover attached to the Ulladulla office being well used. Thank you to the drivers and support people who care for the clients on each journey.

As we must move stock around the area and freezer van was bought. Unfortunately, this was involved in an accident, and another had to be purchased. Both had freezers put into them to make sure the meals were not spoiled. The new van had an accident, and it too will be off the road for some time from early November.

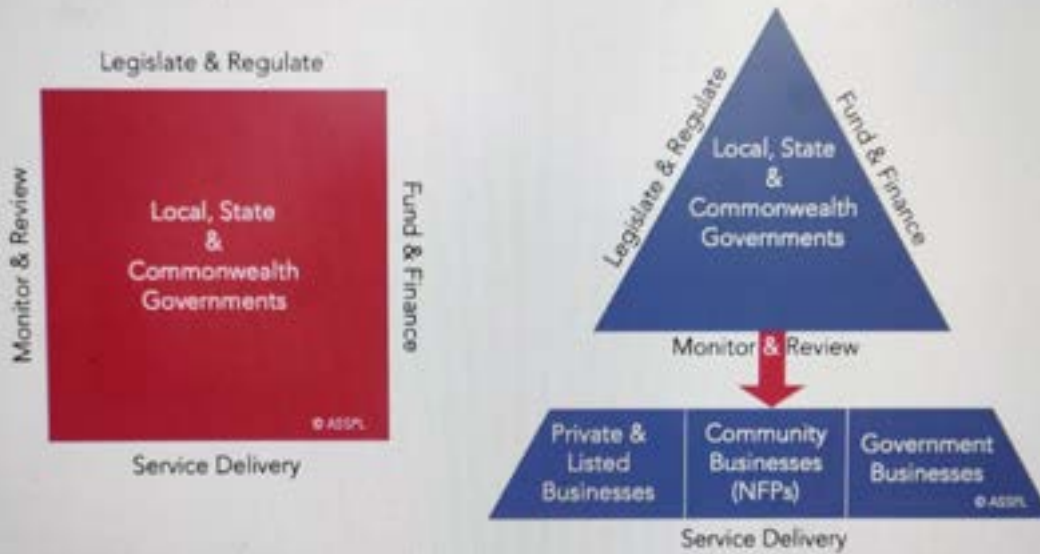
The other vehicle is taken by the Manager and is available to back up where and when necessary.

The signage was upgraded at Ulladulla and Sussex Inlet, and another sign included at Batemans Bay. While the organisation is known as Eurobodalla Meals on Wheels, we have an everyday phrase which highlights what we do; Meals and Community Services. This has been included in our new signage.

Meals are our core business and despite the competition which we now have from Lite'n Easy, and suppliers putting their products in supermarkets and pharmacies, we continue to build our client base. This is pleasing and I am sure that our new menu range has had a great deal to do with this.

We offer over 100 items on our menu with two suppliers -FarmDoor (formerly MyChef) and Fairfield Food services. Our third supplier, Flagstaff, had a major fire on Boxing Day 2024 and are still analysing what they will do. Some clients are missing the Flagstaff meals, but most are happy with the options we have.

# Support at Home = Managed Marketplace



The Strengthened Aged Care Standards  
 These are part of the new Aged Care Act and were to come into operation from 1 July 2025; now it is 1 November 2025.



We did have a supplier adding to our dessert range, but they too had issues and stopped supplying desserts.

All of these changes required extensive menu changes and new menus being developed and distributed. In line with our Open Disclosure Policy, we kept clients and volunteers aware of what was happening and why, and our transitions went smoothly. My thanks to Laura Cockroft and Kelley Hill for all they did in these areas for our clients, and for our systems.

Our Social Support services have continued to run well. The teams of Cathy Cooper and Rachel Cooper (Batemans Bay), Emma Donnelly and Rowena Barton (Ulladulla) have worked hard to develop interesting programmes and choice for their clients.

This has seen most days in Batemans Bay being full with 16 eager participants booking outings as soon as the new programme comes out- and they are pleased to see their suggestions of places to visit included into the programmes.

The numbers in Ulladulla have fluctuated but having choice to be able to attend sessions of interest has been welcomed by many of the clients, and again the clients have been booking well in advance.

Changes coming because of the new Act will require us to report on the cancellation of attendance at these events, and on the time given by volunteers at these events and when delivering meals.

This is a new task for volunteers who are so kindly giving of their time and energy to support our community. We started to introduce these procedures early to enable us to find issues, then to make the processes smooth and not a chore. But as this is data the Government now requires, we have to ask our volunteers to add this to their list of duties. We thank them for assisting in this manner.

Over the years we have always remembered to thank our volunteers. This year we do so again and with deep gratitude. As we have been settling our merged organisation we have requested our volunteers to continue with their tasks and to make sure our operations and the clients are well cared for. We have asked a lot, and we have had much in return.

We often say that volunteers are the cornerstone of the organisation, and this has proven to be the case again this year. From Sussex Inlet to Mystery Bay, we have such a dedicated team of people who care about the older members of the community and are happy to share their time and those important smiles. Social Isolation is a major issue for the older people in our community, and we seek to break some of that every day.



High Tea in September is where we thank our volunteers. Our survey does suggest that we may have two next year. But we are very grateful to the Moruya Rotary club (led by Jan Young) and the Moruya Jockey Club (Manager Ken Brown) for their support.

We also support volunteers involved in our Group Social Support by hosting them to the luncheon for the Groups at Christmas. We are grateful for all they do throughout the year.

I am delighted that a number of volunteers joined staff in Batemans Bay (April) and Ulladulla (July) for the First Aid courses we offer annually. Thank you for making sure your skills and knowledge are up to date.

We have also introduced a Handyman Service where two men we recommend are available to attend to any issues. These men are just a phone call away.

Individual Social support remains an area for development but the need for volunteers to complete these tasks hinders what could be achieved. We are delighted with those who work in this area -some several times a week, as their role is so important. Our thanks to Maree and Suzy who balance the needs and the personnel.

We have been fortunate to have been recognized for our work again this year. We were a finalist in the Eurobodalla Business Awards and were once again the winner of the Act of Kindness Award. We have also been very honoured to receive donations from organisations but more from grateful clients. Thank you very much for thinking of us.

Once again, we assisted at the Moruya Rodeo on New Years Day. This has been a very fortunate partnership and say \$8000 was earned for the day. This year we invited the Batemans Bay Community Picnic Group to be part of the team and we shared the money with them. This enables the monthly community picnics for the Homeless to proceed.

Our thanks to St Mary's Catholic School in Moruya and Milton Public School for producing the Christmas cards we give to our clients each year. Our clients love these and the schools do a wonderful job for us.

Community promotions have happened, and we have updated our materials. We have had two at Narooma, one in Tuross Head, one at Sussex Inlet and the community Expo in Ulladulla. These will grow in 2026 with a community support person having been appointed.

To the Board of Eurobodalla Meals on Wheels thank you for your diligence and support of the organisation. You continue the philosophy of 'discuss, debate and decide' on all the issues and as a result we have built an excellent culture within the Board and to date we have made wise and valuable decision.

I believe that the Board has positioned the business well to take advantage of present opportunities and those of the future

**Alan Russell JP**  
**Manager**

# Meals Report

The core of our business and what we are known for.

## Menus

This year we saw a rewrite of our menu after Flagstaff had a major fire on Boxing Day 2024. This saw a longstanding supplier leaving the market which did upset a number of clients. Fortunately, we had supplies which allowed us to supply their meals for six weeks.

During the year we lost Northern Shoalhaven Meals on Wheels supplying us with desserts. Structural changes within their organisation saw a new focus for them.

With these two suppliers leaving we had to make changes to the menu. We did investigate new sources and have these available should we require, but we have found that FarmDoor and Fairfield have been able to supply meals of an excellent standard which our clients have enjoyed.

Laura and Kelley did a great job in reconstructing the menu and we did keep all clients fully briefed on the developments as our Open Disclosure Policy directs.

Laura also spent a considerable amount of time looking at the heating requirements for the meals. This was a difficult exercise as there are so many variations. But the result was an updated Heating Instructions pamphlet sent to clients with menus.

Feedback on the menu remains positive, as does the feedback on the volunteers who deliver them. From time to time there are issues and we have had positive responses from our suppliers when we have raised a concern, and we thank them for their assistance.

Feedback on the large A3 menu printed also continues to be positive as does the range of meals we have available

The Christmas Menu was successful again. The choice of meals was well received and appreciated. This year saw the 'Christmas Bundle' concept used for many years from Ulladulla introduced to the Batemans Bay delivery cycle. It was well received and will remain for 2025.

As has long been the case, our menu, and our processes and procedures continue to evolve and to be evaluated by clients and the Food Panel. The Panel meets four times a year and they are very eager to raise issues and concerns so to make sure the best possible service is provided. It was exciting to see new members of the Panel, and we welcome Lyn and Michele. The Panel met twice in Batemans Bay and twice in Ulladulla. The first visit to Ulladulla was a fact-finding tour once the meeting was over and everyone visited Sussex Inlet to look at the centre there.

During the year there have been changes for all centres. Ulladulla and Sussex Inlet received new standalone freezers. These replaced the domestic freezers which were used. The old freezers in Sussex Inlet were given to



We have had a long association with Flagstaff and were upset to hear of the fire at their facility on Boxing Day 2024.

Several clients cannot wait for Flagstaff to be supplying us again and we wait to hear when this will be a possibility.

We are not sure if or when Flagstaff may resume this service.

We keep in contact for any news on what is happening, but no decisions have been made public yet.



# FARM DOOR<sup>®</sup>



local Not for Profit groups throughout the area, and the Ulladulla freezers were brought to Batemans Bay and also given to community groups. Three were kept in the Batemans Bay Hub.

## Food Hub

When the plans for the move to Batemans Bay were made, the Business Plan had for a Food Hub. The concept was to create a centralised storage of our meals and then distribute it to each office according to their needs.

The concept has been in operation for the year and is becoming more streamlined. There have been issues with storage and quantity being held, but these have been overcome.

The first was by the installation of a second freezer for the Hub and the second by constant evaluation, open discussion and the sharing of ideas on how to overcome issues. This collaborative form has been most useful in creating a vibrant team and a joint approach to making sure our clients have the meals they want. We have also increased the amount of stock being held in the three centres to three weeks of supply. Should any disaster happen, we should be able to supply our clients during it.

## Food vans

Also part of the Business Plan for the Food Hub was to have a system where we could transport the food to each center. The Board kindly agreed to a Food Van being provided. The Van was fitted with refrigeration equipment to make sure the meals were not compromised. This worked well until it was written off in an accident.

Luckily, we were able to get another vehicle and thank our Insurance agents for their excellent work. This saw a bigger vehicle being bought and the refrigeration changed to freezer status. Both the vehicle and the freezer were a step up from the previous van. But it too had an accident and needed repair. The process took a long time but due to the diligent work of our Finance Officer (Nicole McDonald) we will have the van back and operating again hopefully before the Christmas rush.

## Suppliers

We have been fortunate with our two suppliers.

We continue to appreciate the open communication, the quick responses, and the positive way they have sought to assist us, especially if there is a complaint or concern from clients.

New freezers at Ulladulla



# Social Support Report

We remain proud of what we can do in these areas.

## Groups

This continues to be an exciting aspect of our work for the philosophy behind these programmes is to reduce 'social isolation'. We are very pleased that we are able to contribute in this area.

## Vehicles

We are very well served by the vehicles which pick up our clients. Out of Batemans Bay we have two buses and out of Ulladulla we have a bus and a people mover vehicle. These enable us to collect clients and take them to the activities they choose to attend. There are very few clients who bring themselves to events which means the social interaction starts from the time clients leave home.

Our thanks also to those who assist with the driving of these vehicles and to the assistant who goes along with the trips. Their caring and compassionate ways are noted and were commented upon in the client survey once again.

## Programmes

Each quarter the teams put together a three-month programme for the clients. There is one out of each Centre and the programmes are varied and exciting. There are times when the two groups meet up and gradually, they are getting to know each other.

The aim is for the clients is to be able to pick and choose the events they wish to attend. One of the aims of the Aged Care Act is for clients to have choice and we have created a flexible programme which allows clients to attend the events they find appealing. This has seen some changes to the Groups in Ulladulla which were very much set in a pattern of attending just on their day....now they go to the event which excites them, and they meet new people.

## Outings

A highlight of the programme is the number of 'Outings' which occur. This is regular for the groups out of Batemans Bay, and they have long been known as 'Out and About'. For the Ulladulla Groups this has become a bigger aspect of what they now do, and they are enjoying these opportunities especially in the good weather.

## Special Interest Groups

A feature at Ulladulla has been the special groups namely Scrabble and Card making (now called Art and Craft). Each groups has a popular following and while they only meet once a month, they have fun and share wonderful morning teas as well as tales.

## Ulladulla Activity Room

This is a wonderful room and there have been so many great activities and time had here by clients. It is seen as their 'second home' and the manner in which it is decorated for their day is so imaginative and inviting. When the clients are hosted there for the day, the staff and volunteers make a very colourful environment and the kitchen volunteers spoil everyone with morning tea and a two-course lunch. It is a magical room, and we are pleased that the Blessing of the Fleet organising committee are using it for their planning meetings.





## Individual

This

remains an area for growth but one which is hard to action as it is volunteer intensive. This is a one-on-one exercise where a client has a volunteer take them out or to an appointment. It is an area where we have wonderful success and great bonds are formed between the partners, but we need to be able to do this more often.

It remains an area for development and where assistance is needed.

Our thanks to those staff and volunteers involved in what is a most rewarding area.

## Wallaga Elders

This group has had a very difficult year. Only Meals on Wheels and Merriman's Land Council are fully engaged now, with Uniting taking some interest from time to time, even though the clients are registered with them!

Thanks to Sue Gray and Lorraine Oakeshott, assisted by Kathy Shand and Fiona Scott we have maintained the Bingo programme and sourcing the prizes, morning tea and lunch. It can be sad when we travel there that the number of Elders available for the day are few, or none.

We shall continue until the end of 2025 and reassess this for 2026.

We do hold on as this as it is such a valuable programme for the Elders and the Wallaga Koori community.

## PALZ

2025 was to be the year of the rebirth of PALZ. We started with an invitation for those interested to meet so to discuss the programme. The attendance was poor, but a schedule was set however it became a little too difficult to achieve.

However, the intention is to keep finding the time to get this valuable programme off the ground.



# Supporters

Meals on Wheels has been operating in Australia for over 70 years. We are very proud to be working for such an organisation and are very thankful for the lovely community comments when Meals on Wheels is mentioned.

We have been opening our facilities to groups and in Batemans Bay, the local Rotary Club has its monthly Board meeting in the downstairs meeting room. They have also held several functions at the centre and each of these has been a happy occasion.

In Ulladulla, as noted the Blessing of the Fleet organising committee are meeting in the Activity Room. This again allows us to be supporting others, and we know how appreciated this type of support can be.

## Moruya Rodeo

For the last two years we have run the 'gates' at the Moruya Rodeo. While there are some who do not support us doing this, the funds gained allow us to thank our volunteers through the High Tea and Christmas function in Ulladulla.

This year we shared the roster with volunteers from Community Picnic, a group supporting the Homeless and Disadvantaged throughout the Shire. We shared the proceed with them too, and this greatly assisted their fund-raising efforts.

## Elgas

Another successful year and recognition of our efforts.

## Christmas Cards

Since 2017 we have asked local primary schools if their students could create a Christmas card each for our clients. This has proved to be a most popular exercise, and the finished products have been amazing. Our clients love to receive the cards in their Christmas envelope.

For two years we have had schools from the Ulladulla produce cards for the local area.

We have been supported by:

- Rodeo Association of Moruya
- Moruya Rotary
- Moruya Jockey Club
- Community Connect Ulladulla
- Students from Milton Public School and Moruya Public School who did our 2025 Christmas cards
- Radio 2EC and their Elgas promotion
- Radio 2EAR and their free publicity of our work
- Insurance Advisernet

*2EC/Power FM and Elgas LPG have teamed up for another year to help out our non-for-profit community and sporting clubs across the Far South Coast with Acts of Kindness!*

## Elgas Acts of Kindness 2025

### Congratulations!

Eurobodalla Meals on Wheels are first prize winners for Elgas Acts of Kindness

Volunteer/Social Group (51+ Members) winning \$1500!

*Sandie Birch*

*PowerFM Promotions Manager*

**INSURANCE ADVISERNET**  
Make your call count



# Staff

## Management

Manager: Alan Russell  
Finance Officer: Nicole McDonald  
Community Officer: Matte Willis

## Batemans Bay Team

Client Services Officer: Kelley Hill  
Out and About Coordinators: Rachel Cooper  
Cathy Cooper  
Reception and ISS Coordinator: Maree Dickinson  
Storeman: Regan Coles  
Administrative assistant: Amy Lockton

## Ulladulla team

Service Coordinator: Laura Cockroft  
Volunteer Coordinator: Suzy Gibson  
Social Coordinator: Emma Donnelly  
Activities Coordinator: Rowena Barton



# Volunteers

## Our cornerstone

### Celebrating Volunteers on National Meals on Wheels Day

Today, on **National Meals on Wheels Day (Wednesday 27 August)**, we pause to celebrate the

extraordinary contribution of our volunteers, who are the beating heart of Meals on Wheels.



Every day, tens of thousands of volunteers across New South Wales and beyond deliver not only delicious and nutritious meals, but also care, connection, and friendship. A smile at

the door, a friendly chat, and the reassurance of knowing someone is looking out for you, these are just as important as the meal itself.

As I settle into my role as CEO, I am constantly reminded of the deep personal connections people hold with Meals on Wheels. Almost everywhere I go, I meet people who proudly share that they are current volunteers, or that they once volunteered many years ago with a loved one, or someone close to them had once volunteered. Each story reinforces just how enduring and cherished our service is within communities right across the state.

Chair of Meals on Wheels™ Australia, Paul Sadler, captured this so well:

“Meals on Wheels isn’t just a service, it’s a lifeline. As aged care changes, our promise doesn’t - to show up, nourish and care. Meals on Wheels services are run for locals, by locals - powered by the dedication of volunteers who know their communities best.”

Across the country today, communities, clients, volunteers, and Meals on Wheels staff are gathering at events to recognise the wonderful work made possible by this shared commitment.

On behalf of Meals on Wheels NSW, thank you to every single volunteer - past and present - who has given their time, their compassion, and their energy to support older Australians to live independently and with dignity. Your efforts ensure that Meals on Wheels remains aged care you can count on - right here in our community.

Kind regards,  
Claudia Odello  
Chief Executive Officer  
Meals on Wheels NSW





## High Tea 2025

Once again thank you to Moruya Rotary and Moruya Jockey Club for their assistance as we thanked our volunteers.

This year we had a smaller number attend but we still had a wonderful afternoon.

For the last six years we have enjoyed this wonderful afternoon and getting to know each other. There was laughter from the start to the end and everyone appeared to be enjoying the company of new and old friends.

Again the positive feedback on the outstanding food supplied by Moruya Rotary and the atmosphere created, was wonderful.





# Code of Conduct for Aged Care



The Code of Conduct for Aged Care describes how **you must behave and treat consumers**. It includes the 8 elements below.



**A.**

Act with respect for people's rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions.



**B.**

Act in a way that treats people with dignity and respect and values their diversity.



**C.**

Act with respect for the privacy of people.



**D.**

Provide care, supports and services in a safe and competent manner, with care and skill.



**E.**

Act with integrity, honesty and transparency.



**F.**

Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of care, supports and services.



**G.**

Provide care, supports and services free from:

- all forms of violence, discrimination, exploitation, neglect and abuse and
- sexual misconduct.



**H.**

Take all reasonable steps to prevent and respond to:

- all forms of violence, discrimination, exploitation, neglect and abuse and
- sexual misconduct.

Find out more:

**Aged Care Quality and Safety Commission**

[agedcarequality.gov.au/providers/code-conduct-aged-care-information-workers](https://agedcarequality.gov.au/providers/code-conduct-aged-care-information-workers)





# SIRS – What does this mean for your care and services?

**Everyone in aged care has the right to feel safe.**

To help keep you safe, the government has introduced the **Serious Incident Response Scheme** or **SIRS**.

SIRS will support your right to be treated with dignity and respect and to live your life free from neglect, violence and abuse.

## The SIRS will support your home to:



### **Report serious incidents**

Staff must record incidents in the home's incident management system and report serious incidents to the Aged Care Quality and Safety Commission.



### **Listen**

Staff may ask you questions about something you saw or suspect. They must listen closely when you tell them what happened.



### **Pay attention**

Staff must pay attention to all incidents, including near misses.

# Head Office

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