



Meals on Wheels  
Eurobodalla

# Annual Report

2016 –2017



Eurobodalla  
Meals on Wheels  
Co-operative Limited



## *A Christmas Poem*

*Written by Eileen, Monica, Maureen, Helen, Pat, Mabel, Mary, Ineke,  
Helen, Ian and Jann from Out & About*

*Performed by Eileen, Monica, Helen, Mary, Norm, Sylvia, Ineke & Fay*

*Good grief is it Christmas here again? (Eileen)  
I think young Tommy wants an aeroplane*

*Mary doesn't do a lot (Norma)*

*Cards to send, presents to buy (Monica)  
Rushing around no time to sigh!*

*Money's too short, credits too tight (Maureen)  
But the houses look pretty with lights that are bright*

*The children are waiting for Santa to come (Sylvia)  
The cake's in the oven, pour over the rum.*

*Microwave turkey?? Throw on the spuds. (Mary)  
I've had enough of this so "Bah humbug!"*

*Oh, I did the big Christmas for 70 years, (Helen)  
Now it's enough to bring me tears!*

*Eileen and Monica, the usual feud! (Ineke)  
But things settle down with some grog and some food.*

*The pudding's delicious with custard or cream. (Eileen)  
The telephone's ringing "Hey Pat it's Maureen!"*

*Decorations are drooping the tinsel still shines (Norma)  
But the children are happy and the parents recline.*

*Mabel is smiling. There's peace all around. (Monica)  
I think have gained a couple of pound!*

*Now we're sitting back having our say (ALL)  
So happy Christmas to all and have a good day!*

*All sing:*

*We wish you a Merry Christmas*





## Who Are We?

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.

*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 Directors**

### **President 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 after graduating from Canterbury University, NZ. I worked in New Zealand and Australia and came to the south coast as Head of College, St Peter's Anglican College, Broulee. I have been the Principal of

three schools.

The emphasis of my career has been on youth matters but a growing interest in aged care has seen me focus my efforts in this area. My wife has delivered meals for Meals on Wheels locally for six years and in New Zealand for many years; as have other relatives including my parents who stopped this year at the age of 87.

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 2016 AGM.

I also serve as Treasurer of the Nelligen Recreational Park Trust Board and Youth Director for Rotary Batemans Bay where I was President from 2014 to 2015.

### **Vice President Jim Greenshields**



I retired to Narooma in 1996 after a career spanning twenty-five years in building industry in senior roles in 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 for the past eight years.

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 the Board in 2015.

### **Secretary Henk Roubos**

(Resigned May 2017)



I was born in the Netherlands. I met and married my Australian wife, Marion, in Amsterdam and migrated to Australia in 1975.

I am an industrial chemist and worked in a wide variety of manufacturing industries including the food, paint, cosmetics and pharmaceuticals industries. My main responsibility across these industries was one of quality assurance and product development.

Marion and I moved to the Batemans Bay area in 2011 where 12 months later I became involved with Eurobodalla Meals on Wheels.

As a volunteer, I support Out & About as well as deliver meals. In 2016, I was elected as a Director to the Board, taking up the position as Board secretary.

I also volunteer as a driver with Eurobodalla Community Transport and as a tutor and committee member of the local University of the Third Age (U3A).

### **Assistant Secretary Margaret Quigley**



I have always been interested in service to others. My working life was spent in the airline, banking and public relation industries.

As a young mother-to-be I worked as a volunteer with Meals on Wheels around inner suburban Melbourne.

Retirement has provided the opportunity to, once again, be of service in the community through volunteering for Eurobodalla Meals on Wheels in the Batemans Bay area.

I also find time in my retirement to play bridge, write poetry. I am currently studying a Bachelor of Dementia Care at the University of Tasmania.

### **Treasurer Linzea Robson**

I am currently studying for a Bachelor of Commerce at the University of Wollongong.

I was delighted to explore the opportunity presented by the "expression of interest" notice on the university noticeboard. The more I learned about Eurobodalla Meals on Wheels, the more the opportunity whetted my appetite.

I am delighted to be part of Meals on Wheels now and to be involved in the community.

### **Director Les Carter Public Officer**



I was born in Colchester, England. My father was in the British Army from 1940 to 1964. As a boy I travelled the world; Germany, Gibraltar, Hong Kong with my soldier father, in fact we spent 12 years overseas.

On leaving school, I joined the British Army - Royal Engineers as an Apprentice Draughtsman/Combat Engineer. In 1966 I had to leave the Army as my family were migrating to Australia.

I arrived in Australia and early in 1967 I joined the NSW Police Force. I served in the General Duty, Traffic, 2000 Olympics Planning Group, Mounted Police Branch, Detective and Highway Patrol branches, in Sydney, the Eastern and Southern Suburbs and in the Illawarra.

I retired in 2003 as a Senior Sergeant. I could write a book on my 36 years in the Police, but I won't! I lived for many years at Engadine in the Sutherland Shire and on retirement moved to Batehaven where I play golf as a member at Catalina, sing in a choir and am a member of Probus. During these retirement years my wife and I have travelled widely; Europe, U.K. North and South America, Africa, Asia and Japan. Just call me a cruise addict!

I rejoined the Board of Directors at the 2016 AGM. I am a Health & Safety Representative for EMOW and chair of the Food Panel. I am committed to MOW and get great satisfaction doing packing and the odd delivery at Batemans Bay on a Wednesday morning.







### **Director Phil Armstrong**

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.

In addition, my experience includes:

- 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 also 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.

### **Director Allan Schuback**



I am 72 years old 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. Lots of local country town committees through sporting, service and charities involvement before settling in Batemans Bay some 20 years ago.

I am a keen golfer now looking to participate and support Meals on Wheels charity work.

### **Director Cathy Milliken**



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, having been privileged to also conduct Funerals. I retired as a Marriage Celebrant in June 2017 to concentrate on conducting 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 10 years I have been involved as a Committee person on St Peters Anglican College P&F, Tuross Marine Rescue and the Tuross Head Country Club having been the President and Chairperson for the last 5 years and retired from that role in October 2017. During these 5 years it was necessary to also take on the role of Honorary Manager and

Licensee for 5 months in 2013 and 6 months in 2016. I have been a member of the Tuross Head Business Owners Association for the last 6 years holding the position of President.

I believe helping in the community is very important and I was delighted to have been asked to join the Board of Eurobodalla Meals on Wheels in September 2017 which is such a very important organisation.

I bring strong interpersonal, management, communication, financial and mediation skills to the Board, which I have gained through meeting with people and running business's.

## PRESIDENTS REPORT

It has been an honour to serve another year as President of the Eurobodalla Meals on Wheels Cooperative. We have a vibrant community of people who wish to assist others and who do so in a most positive manner. I thank everyone involved for their efforts and for the smile which they give to each other and most importantly to our clients. Our services and the support offered is wonderful but when a smile is attached we are winners!

### **The Board...and its Vision**

The Board needed to review the Strategic Plan 2015 - 2018, and did so with the funded assistance of a consultant from Aged Care Services (ACS). It was good to have members of the Cooperative participate and their contributions made us think carefully about what we do and how we do it as well as thinking about the future.

One aspect which continues to arise is getting our message out to the community. This will continue to be a focus area

### **The Board ...and its work**

I have been pleased to have had such wonderful members of the Board who have given tirelessly of their time, skill and passion to make sure our organisation is doing well. We have met monthly and at the start of the year we included several informal meetings to work through the detail behind major projects and tasks.

These projects and tasks are highlighted below, but I wish to 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**

Our Board saw two resignations this year.

Henk Roubos left us in May and I thank Henk for his contributions and passion, and am very pleased that he remains a member and a devoted volunteer serving our folk in Batemans Bay.

In September, I resigned to take up the role of Manager.

Margaret Quigley took over as Secretary and has done a fine job in this role.

The Board appointed three members to fill the existing casual vacancy; and the vacancies left by the two resignations.

We are most fortunate to have Phil Armstrong, Allan Schuback and Cathy Milliken join the Board. Each has a great deal of experience in the governance of Not for Profit organisations. They also bring valuable experience in Aged Care and finance management which will greatly assist the organisation as it moves forward.



Jim Greenshields has been President since September.

### **The Board**

**President:** Alan Russell (until 6 September)  
Jim Greenshields

**Vice President:** Jim Greenshields (until 6 September)  
Vacant

**Secretary:** Henk Roubos (until 22 May)  
Margaret Quigley

**Treasurer:** Linzea Robson

### **Directors**

Margaret Quigley (Assistant Secretary) (until 22 May)  
Les Carter (Public Officer)  
Phil Armstrong (from 24 July)  
Allan Schuback (from 24 July)  
Cathy Milliken (from 6 September)

### **The Board...and its Marketing Plan**

The Manager, along with the former manager at Bega Valley Meals on Wheels, gained a wonderful grant (\$70,000) to develop a Marketing Plan for the two organisations. Nigel Ayling from Solutions4Biz was engaged to develop and implement the Plan.

This has seen new brochures, a new Website (launched 18 September), Radio advertising and further developments to come all prepared for us. This has been a comprehensive exercise and our thanks to Carol and Fiona for this grant which is a legacy each of them has left us.

### **Board...and its staff**

We have had a very interesting year and by the time this report is presented our staff will have completely changed.

The Manager's retirement had been noted to members at last year's Annual General Meeting. Carol Meindl came to us with an extensive background in Aged and Disability Care and promised five years. She has served these years and a little more, in a most professional manner and with compassion, integrity and honesty. Many new initiatives have been introduced over these years. Our thanks to Carol for a most outstanding contribution

which has seen our Cooperative develop into a very strong position.

We had the Linda's...Linda McHugh and Linda Murray leave in January. Each contributed significantly while with us and the three, Carol, Linda and Linda made a very strong and successful team. We owe them all a great deal for their efforts.

We have been most fortunate to have Bethany McLean and Mim van den Berg join the team. They have very quickly picked up the roles and have continued the development of the





organisation through their passion and initiatives. We welcome them and thank them for their work and smiles.

We also thank Sherry Stephenson, Cathy Bryant and Trish Ryan for assisting in the office at the start of the year until the appointments of Bethany and Mim were made. Both were most successful in their roles and assisted Carol at a challenging time.

Jann and Keith have maintained our Out and About Cottage and programmes with enthusiasm and confidence. We thank them and their teams of volunteers for the fine efforts and contributions to the lives of their clients

The Board has appointed Alan Russell as the new Manager starting on 2 October 2017. The Boards selection panel was made up of three Directors and the consultant who had worked on our Strategic Plan, Capacity Building project and who is very experienced in Aged Care Governance and Management.

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

The Board is well aware of the changing nature of funding in the Aged Care sector. This is becoming harder rather than easier for the Cooperative. The Board has been mindful of the need to monitor its assets and its costs. While we have made a small loss this year, a number of unforeseen events occurred that contributed to this. One was the hacking into our computer system and the need to rectify this urgently. It was good to know that our information was not compromised.

We thank Margaret Quigley for developing this year's raffle and Deidre Jones for leading the sellers in their task. This year the community enthusiasm for raffles is not as high and it has been a tough task selling our tickets. However, we thank our sponsors, our sellers and the community for their support.

### **Board...and its facilities**

We have continued to discuss the accommodation we have throughout the Shire. This is a big question and a costly one. No matter the direction we follow in the future, it will always be one of our major expense items.

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

The Boards primary focus is to make sure the organisation is strong and able to deal with changes within the sector. We spent a lot of time dealing with matters which affect our operation. One was to check with the Australian Charities and Not for Profit Commission (ACNC) that we were doing things correctly.

We looked at a number of Myths surrounding Not for Profit organisations such as

- **Myth 1** A charity can't make a surplus.

**Fact** A charity can make a surplus.

We need to make sure that our surplus is used to further our purpose.

- **Myth 2** A charity can't keep money in reserve

**Fact** A charity can keep money in reserve.

It is good practice to have a reasonable amount of funds in reserve to protect it in the event of unfavourable or unexpected circumstances (contingency, 'rainy day' funds).

- **Myth 3** A charity can't invest its funds

**Fact** A charity can invest its funds

Prudent investments can diversify a charity's income stream and form part of good financial management practice.

- **Myth 4** A charity can't undertake commercial activities

**Fact** A charity can undertake commercial activities

A charity can undertake commercial activities but must do so with the aim of advancing its charitable purposes.

- **Myth 5** A charity can't spend money on administration

**Fact** A charity can spend money on administration.

- A charity is justified in incurring administration costs. Running professional, sustainable and effective charities costs money.

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

We believe that the future, while subject to changes within the sector, is bright for Eurobodalla Meals on Wheels Cooperative.

I hope that all members will continue to work at promoting our services in the community so we remain the compassionate, supportive and welcoming organisation we are known to be.

Let us continue to do this with a smile....it is the most valuable gift we can give others. It costs nothing but is always well received.

The Board will continue to support, encourage and seek to enhance your efforts and commitment.



Alan Russell JP

President

6 September 2017



## MANAGER'S REPORT

I am delighted to present the 2016/2017 Manager's report.

***Our volunteers are the life blood of Meals on Wheels*** and without them the service could not operate. A very big thank you to our 160+ volunteers who supported our clients either directly through meal deliveries and social support, or indirectly by packing meals, moving stock or supporting other volunteers to do this over the year. Thanks also to the volunteers who help us out in the office.

*Clients Esme & Bruce want EMoWs to know how much they enjoyed the Italian Day presented by volunteer Henk Roubos*

In January 2017, we sadly farewelled "The Lindas". Linda Murray retired following 14 years of service and after almost five years, Linda McHugh resigned to relocate to the Central West of NSW.

The subsequent recruitment and selection resulted in the appointment of Bethany McLean as Client Services Officer in February. Mim van den Berg joined the team in March as our Administrator.

Welcome to Alan Russell who was the successful applicant for the managers role. Alan fully takes up the position from 2 October following my retirement on 29 September 2017.

"Thank you" to our casual/relief workers Cathy Egan, Cathy Bryant, Gary Feil, Trisha Ryan, Sherry Stephenson and Bethany McLean who worked throughout the year. Cathy, Trisha and Sherry were invaluable support during the recruitment process.

During the year, Out & About celebrated their 10 years of operations! Our Out & About clients continued with their collective writing. A sample of their work, *A Christmas Poem* is reproduced on the inside cover of this report.

### **Caring for our Clients and Community by:**

#### **1. Asking our clients how satisfied they are with our services.**

Eurobodalla Meals on Wheels conducts an annual service satisfaction survey. Clients are invited to independently complete a survey form. When a client indicates, volunteers and paid workers offer support to assist them to complete the survey.

28% of clients responded to our annual *Service Satisfaction Survey* conducted in May 2017.

This response rate is largely attributed to the fact that surveys were delivered to clients with their meals in envelopes with their names on them and mailed directly to clients accessing our social support program.

Crucially, this response rate provides valuable feedback about our clients' satisfaction with meals and meaningful data to inform menu planning. Similarly, feedback from social support clients lets us know of their program preferences.

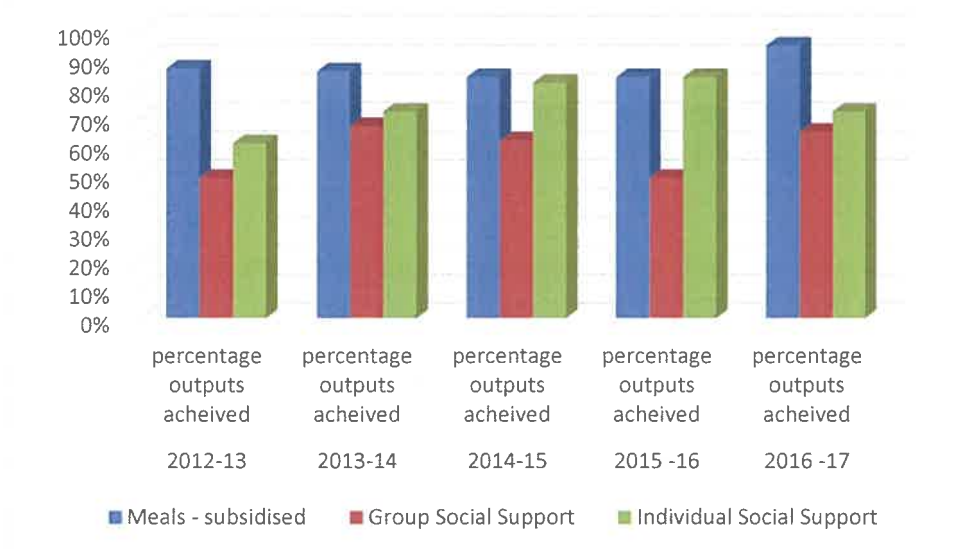
*"I like the new bus, it's easy to get in and out". (O&A Client)*



*"Compliments, you've done an excellent job. I think good value for money, much nicer than the supermarket meals and service is good." (Meals client)*

## 2. Increasing outputs to better meet funder and community expectations.

As can be seen from the accompanying graph, although we had steadily increased our Individual Social Support hours over the past four years, this year there was a dip in the hours of service provided. Group Social Support (formerly known as Centre Based Day Care) hours experienced a significant increase in this year's results compared to 2015/2016 financial year, thanks to Jann Simmons and the team at Out & About. The number of meals delivered also increased from the 2015/2016 levels.



## 3. Using what our clients told us about their service experiences to improve our services.

Eurobodalla Meals on Wheels welcomes unsolicited complaints and other feedback from clients as it helps us to improve the quality of the services we provide. In addition, Eurobodalla Meals on Wheels provides more formal opportunities for clients to have their say through surveys and client forums.

Over the 2016/2017 financial year, we recorded 59 instances of unsolicited feedback relating to our meals and Out & About social support services.

In summary, we received 11(19%) complaints; 42 (71%) compliments and six (10%) suggestions.

Unsurprisingly, given the meals service represents 72% of our business, the majority of feedback (76%) related to the meals service.

When compliments relate to individual workers, a management letter of thanks is sent to those workers. Complaints are investigated and solutions sought, for example in response to a number of complaints about the limited range of small meals we now stock a much larger range.

*Two of the members of the Batemans Bay volunteer packing team - Neil Benson and Les Carter*



#### **4. Seeking client input to inform continuous improvement.**

*"being with Out & About has helped me a lot; I now mix with people and it keeps my brain moving" (Out & About client MB)*

#### **CuppaChat with Carol**

In 2016/2017 the manager continued with planned client forums – aka *CuppaChat with Carol!* The forums are scheduled in May and August each year and provide an opportunity for clients to meet with the manager to discuss issues important to them as well as provide feedback on client related policy and procedures.

Out & About clients enthusiastically offered up some innovative programme ideas including the occasional Saturday group social support to Moruya Markets and an additional Lunch About/shopping on a Monday.

#### **Caring for our workers by:**

##### **1. Acting on all reported work health and safety (WHS) issues.**

**Eurobodalla Meals on Wheels is committed to ensuring the health and safety of all our workers, our clients and people who visit us at our sites.**

In 2016/2017, Eurobodalla Meals on Wheels received 32 Work Health and Safety reports. All reports were assessed and controls developed in consultation with the people involved.

**Analysis:** of the 32 reported events, 72% related to Out & About Social Support service and the remaining 28% related to the meals service.

##### **2. Supporting development opportunities**

13 new volunteers participated in our monthly induction training.

Paid workers and volunteers participated in a variety of training, workshops and webinars.

- *Way2Go Volunteer Management*; Jann Simmons and Linda McHugh
- *Understanding Dementia*, participants included O&A volunteers Fay Hall, Rose Alivio, Maricel Ceniza, Annette Hill, Ron Johnson, Charlotte O'Grady, Neil Benson, Margaret Quigley, Val Rees and Ineke Smith. Paid workers Jann Simmons and Linda McHugh also attended.
- *Coordination of Supports*; Carol Meindl.
- *Supported Decision Making*; Bethany McLean.
- *Aboriginal Cultural Awareness*; Alan Russell and Bethany McLean



*Client Services Officer Bethany McLean and Administrator Mim van den Berg.*

## **Caring for our business by:**

### **1. Promoting and receiving recognition for our work**

#### **Transition Assistance Program**

In partnership with Bega Valley Meals on Wheels Plus, towards the close of the financial year, we secured \$70 000 funding from the Transitional Assistance Program (TAP) to help us develop marketing tools to engage with NDIS participants.

In September 2017, we launched our fresh new look website.

*The Transition Assistance Program is a joint initiative of NSW Family & Community Services and Aged Care Services.*

Through the TAP, we commissioned Corey Stewart, local artist and NDIS participant to design a piece artwork that Corey named *Landscape of the Eurobodalla* for our new brochures



*Corey Stewart with his work "Self-portrait"*

**The 2016 Spring raffle** raised \$3 000 and, thanks to volunteer raffle organiser Deidree Jones, provided significant exposure for Eurobodalla Meals on Wheels at The Village Centre and the Bridge Plaza at Batemans Bay.

### **2. Responding to sector changes**

**The National Disability Insurance Scheme (NDIS)** commenced in our area on 1 July 2016. Eurobodalla Meals on Wheels is a registered provider of supports for NDIS. We offer participants life skills development in addition to our core services of home delivered meals and social support.

With the roll out of NDIS, our NSW block funding was progressively reduced throughout the year as clients took up their NDIS package. The move to individualised funding is presenting a financial challenge to Eurobodalla Meals on Wheels with more work to be done to ensure the price is right; right for NDIS Participants and right for the organisation.



## **Eurobodalla NDIS Market Day**

Linda McHugh represented us, in fact provided leadership to the working group that pulled together the highly successful inaugural NDIS Market Day when providers came together to showcase their products to NDIS participants and their families.

## **The Aged Care Sector**

From February 2017, clients receiving support with a Home Care Package move to the full implementation of consumer directed care (CDC). This means clients will be able to choose who provides their various service supports, including administration of their package.

This has resulted in an increase in the number of Home Care Package clients choosing Eurobodalla Meals on Wheels for their home delivered meals and social support. The 53% increase is reflected in the 2016 2017 Audit Report line item *Administration Fee Received*.

*"I have enjoyed every Out & About outing and feel it is a wonderful service you are giving the elderly" (Out & About client)*

## **Donors, Sponsors and Supporters**

I would like to acknowledge the individuals and organisations who gave generously throughout the year to support Eurobodalla Meals on Wheels:

### **1. Volunteers**

Our biggest cohort of supporters is the volunteers who kind-heartedly give their time week after week; year after year to support our clients.

### **2. Waive of Venue Hire**

Moruya Golf Club  
Narooma Golf Club  
Narooma Sports & Game Fishing Club  
Club Narooma  
Australian Unity



### 3. Financial or "in kind" Donations.

#### **Prizes for 2016 Spring Raffle**

Escape Travel; QHair; Corrigans Cove

- Excell Printing Group
- 2EARfm
- Steps Thursday Sewers
- Joan Thompson
- B&S Panels
- Tricia Ryan
- Wayne Schutz
- Moruya Matters
- Narooma Public School Student Representative Council

### 4. Entertainers and guest speakers and others who delighted our Out & About clients.

*Baby Boomers*

*Louise Noordhof*

*Colin Davie*

*Henk Roubos*

*LP Duo*

*Serendipity Singers*

*Damian Cohen*

*Innes*

### Conclusion

Following five plus years, I have now retired, so this is my final annual report for Eurobodalla Meals on Wheels - an iconic and trusted brand caring for some of the most vulnerable people in our local community. My job was not possible without the support of volunteers, paid workers and the Board as well as our partners and networks.

I have every confidence that Alan Russell will take the organisation forward to ensure its survival through the various challenges presented by future changes in the sector.

Thank you very much to all for making my time with EMoWs an enjoyable and rewarding experience.

Carol Meindl  
Manager



## **TREASURER'S REPORT**

### **OVERALL RESULT**

This past financial year has included a lot of change for Eurobodalla Meals on Wheels.

The extra financial costs involved with replacing staff, the computer security issue, along with continued cuts in government funding etc, has resulted in a small loss of \$5,254.89.

Thankfully Eurobodalla Meals on Wheels has built up solid reserves, so that we are able to withstand small losses during difficult times like the last financial year.

### **Overall Areas of Concern**

Government funding has reduced again, due to the NDIS restructure. NDIS clients are still a new revenue stream for Eurobodalla Meals on Wheels. As the government continues to work out the kinks and get the NDIS system progressing as planned, it is important for us to make the most of this new system and the revenue we can generate from it.

Interest received has also experienced a sizeable reduction from previous years.

Investment opportunities shall be investigated in the new financial year to make sure we are obtaining the most benefit from our reserves.

Our fundraising efforts for 2016/2017 were very pleasing. This was more than double the previous financial year. This is still a small revenue source for us, but as we are not able to rely as heavily on government funding, it is an area that will become more important in the future.

### **Detailed comments**

- Sales of Meals have remained steady over the past financial year, but are still slightly below budget. Meal prices will continue to be reviewed to ensure this service remains viable and yet still competitive with other suppliers.
- Government funding has continued to decrease due to the NDIS restructure. This resulted in \$22,196.96 less than received for 2015/2016 financial year.
- Interest received was \$4,571.92 (35.22%) less than received in 2015/2016. This is an area beyond our control in the present economic environment.
- Gifts and Donations were down compared with the previous financial year. Our new website has been created with a "donate" button that will make it easier for donors to make donations in the future. This opportunity will be highlighted to the community over this coming financial year
- Total expenses were up on the previous financial year. This increase was mainly due to the changes in staff and the costs involved in replacing the outgoing staff and training new staff. This mostly affected spending in advertising, phone, salaries/wages. But I must add, the new staff have settled in very well and are worth every extra cent it cost us to get them on board. Great work! The computer security issue at Out and About cost us significantly as we repaired the system. We were pleased that no confidential information was obtained.



- Bus expenses experienced a slight increase last financial year as we paid to customise the new bus with safety rails, step etc. A number of repairs were called for which were unexpected.
- Advertising increased due to the advertising for new staff members and implementing some of the new marketing strategies.
- Office Expenses show a \$21,526.67 reduction from the previous financial year. This was due to a large spend updating computers and other office supplies in the 2015/2016 financial year. 2016/2017 figures are in line with previous years.
- Postage shows a significant reduction from previous years (31%). This, we plan, will be the trend as we seek to communicate through email as much as possible.
- Repairs and maintenance were down (32%).
- Consultants fees of \$69,922.51 were for a Marketing Plan funded by the Transitional Funding Project (TAP) of \$70,000. This was a joint project with Bega Valley Meals on Wheels.
- Salaries & Wages were \$18,097.02 above the previous financial year. This was due to staff changes and the need for extra staff/hours during periods of change.
- Workers Compensation Insurance has increased. Changes to state government requirements means that our workers compensation insurance is now covered by 'iCare'. With the change, the new policy was estimated and will be amended at the end of the year when we provide a declaration of staff wages (not an estimate). Further investigations will be undertaken in this area.



**FORECAST FOR 2017/2018**

Government grants are expected to be less with NDIS continuing to progress. We expect to increase our revenue as more NDIS clients, learning to navigate the new system, become aware of our services. However, this is not a revenue source that we can reliably predict at this stage.

The Board has sought to strengthen its position in the community. The development of a new Strategic Plan, including the new Marketing Plan, will guide the Cooperatives future. This will include looking at new revenue streams and fine tuning our present operations.

We are known in the community but we need to raise our profile and client base. This is a major focus area for the Board. It is unfortunate that to support our work we will need to be more involved in revenue raising.

The cost of operating our present sites is another cost centre to be investigated. However, with funding questions before us, it is hard to see how we can rationalise our centres without more surety over revenue.

Linzea Robson  
Treasurer













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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 Islander peoples to our services.

Eurobodalla Meals on Wheels is funded by the Australian Government Department of Health and the NSW Government, and received funding under the Transition Assistance Program that is a partnership initiative between NSW Family & Community Services and Aged & Community Services NSW & ACT.

Eurobodalla Meals on Wheels is a registered provider of NDIS supports. Provider no: 405 000 7455 and is accredited against the Home Care Standards (Commonwealth).