



VOLUNTEER WORKER NEWSLETTER SEPTEMBER 2017

Welcome to our September newsletter.

In this edition, you can read about our new manager, Board happenings, Out & About update, 2017 Spring Raffle, our new menu, the usual reminders of what to do (or not to do) and volunteer work opportunities.

As you know I am retiring at the end of September after five plus years with this wonderful organisation. My heartfelt thanks to all of you for your support and, more importantly, your continued commitment to serving the elderly and those with a disability across the Eurobodalla Shire.



I do intend to do some volunteer work with EMOWs, primarily supporting the Wallaga Elders Social Club



TO OUR NEW MANAGER



Following the recent Board recruitment and selection, I am pleased to announce that Alan Russell is the successful applicant! Alan will commence duties on 11 September. The first three weeks are a transition period with Alan fully taking over from 2 October 2017.

Alan has been one of our Directors for the past 2½ years, including two years as the President of the Board.

2017 Spring Raffle – we need your support!

Thanks to Director, Margaret Quigley, we have four amazing prizes for our 2017 Spring Raffle - \$500 gift voucher provided by Escape Travel, Lunch Cruise for four - courtesy of Merinda Cruises, a lovely photograph on canvass *A Tuross Sunrise* donated by Brad McLean Photography and a \$100 gift voucher thanks to Bunnings.



Volunteer Deidree Jones is a star! Once again Deidree has arranged for us to sell raffle tickets at The Village Centre, Bridge Plaza and Bunnings.

Please contact our office to add your name to the Bay raffle ticket selling roster or you may want to consider selling a book or two!

We need folk to sell tickets at Bunnings on 9 & 23 September and 7 October.

Out & About 10 Years young!!



On 17 August, President Alan Russell and I attended a birthday morning tea to celebrate 10 years of Out & About; 10 years of fun and friendship for clients who would otherwise be socially isolated. Social isolation or loneliness is a big risk factor for people living at home and often leads to premature entry to a care facility. Carers also feel the benefit of their loved ones attending Out & About as it gives them a break to focus a few hours on themselves.

Board Happenings. Unfortunately, our Board secretary, Henk Roubos has resigned. The good news is that Henk is continuing as a volunteer to support our clients with meals deliveries and at Out & About when Henk often runs an “*armchair travel*” session. Margaret Quigley has stepped into the secretary role. Alan Russell is stepping away from the Board on 6 September as he takes up his appointment as manager. Please do welcome Cathy Milliken, Alan Schuback and Phil Armstrong who have been appointed as Directors, joining Margaret Quigley, Jim Greenshields and Linzea Robson.

National Meals on Wheels Day is on the last Wednesday in August. This year Meals on Wheels across Australia is celebrating 60 years of service. Did you know that in the course of a year, over 14.8 million meals are delivered by more than 78,700 volunteers to about 53,000 recipients Australia wide.

Our marketing plan

Very soon you will hear our Eurobodalla Meals on Wheels radio ads on 2EACFM and 2EARFM. Also keep a look out for our revamped website – coming soon!

About our new menu from 4 September 2017.

There are a number of factors that influence the development and review of our menu, including the need to pass on supplier price increases. Each year we invite our clients to participate in the Service Satisfaction survey. The results of this survey, with input from the Food Panel, prompts us to review the menu to include, as far as possible, meals that clients suggest. Meals removed from the menu are those that we sell the least of!

In the survey, here’s a sample of what clients said when we asked “is there anything else you would like to let us know” -



“people who deliver like to be a friendly lot”

“service with a smile always”

“A great service delivered by lovely people”

“your people truly make my day”

“it (Out & About) is good value for money”

“I enjoy the support of the volunteers at Out & About – it’s a fun day”

Reminders!!!

- Please remember to let us know when you have **any concerns** at all about a client, including any access issues to their home. Either make a note on your delivery run sheet or email or phone us. Together we can work towards quality support for clients.

Volunteer work opportunities – tell your friends!!!.

- **Batemans Bay deliverers needed** due to a number of volunteers recently retiring.
- **Join our Food Panel!** Director Les Carter heads up the Food Panel and is keen to have Narooma area volunteer representation. The Food Panel meets quarterly on a Tuesday morning at Moruya, and amongst other matters, the Panel tastes the meal items to confirm their suitability to offer to clients, either as a standard menu item or as a “special while stocks last”.
- **Narooma Packing and Delivery Support.** Commitment is once per 4 to 5 weeks on Friday mornings from 8am to 12 noon.
- **Individual social support.** Help clients with shopping or in-home social visit (CuppaChat) to help break the cycle of their social isolation.

Your WHS Rep is Les Carter.

Contact Les on 44723632 or 0491441968 or email proteaplace6@gmail.com

Don't delay in reporting incidents, hazards, injury to people and damage to property immediately.

**Thanks for your volunteer work to support some of the most vulnerable people in our community
Without YOU there would be no Meals on Wheels.**

Carol Meindl, Manager



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