



**Meals on Wheels**  
Bega Valley

# **Annual Report**

## **2016 - 2017**



# Meals on Wheels Bega Valley

## Contents

Bega Valley Meals on Wheels .....	2
Mission of the Co-operative.....	2
Philosophy .....	2
Board of Directors .....	2
Staff Positions .....	2
Chairperson’s Report.....	3
Food Services .....	5
Management.....	7
Partnerships .....	10
Social Support and Respite Care .....	11
Veterans Community Support Service.....	15
Volunteers .....	16
Financial Statements .....	18



## Bega Valley Meals on Wheels

Bega Valley Meals on Wheels (BVMOW) is a legal entity registered under the Co-operatives Act 1992 (NSW). BVMOW is a registered charity and governed by a volunteer Board of Directors. The Co-operative was established in 1993 to provide meals to the Bega Valley.

BVMOW is funded by Federal and State Government.

## Mission of the Co-operative

The mission of the Bega Valley Meals on Wheels Co-operative Ltd is:

To provide services that support people who are frail aged, adults with a disability, their carers and veterans community, to actively make a difference to the health and well-being of our diverse community.

## Philosophy

Bega Valley Meals on Wheels 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; and
- The right of people of the community to accountable and responsive services.

Bega Valley Meals on Wheels acknowledges the Traditional Owners of the lands and waters of the Shire – the people of the Yuin and Monaro nations and offers our respect to elders past and present.

## Board of Directors

Carolyn McColl	Chairperson
Tony Toussaint	Vice Chairperson
Patricia Irving	Secretary
Hans-Wilhelm Theile	Treasurer – Retired
Frank Pearce	Member
Sue Stephenson	Member
Neil Austin	Member – Retired
Eva Vazne	Member
Katherine Blashki	Member

## Staff Positions

Andre Alventosa  
Cath Turville  
David Atkins  
Gina Sly  
Helen Kuriger  
Jenny Taylor  
Melissa Moon  
Patricia Sly  
Rhonda Aked

Accounts Clerk  
Kitchen Coordinator  
Manager  
Seniors Social Group Coordinator  
Social Support and Respite Coordinator  
Administration Assistant  
Freezer Coordinator  
Administration Assistant  
Food Services Coordinator

## Chairperson's Report

The changes to Aged Care and Disability Services continued to roll out through 2016 / 2017.

After a miserable financial report in 2015 / 2016 we were forced to trim all expenditure, monitor wages and instructed the manager to make sure all staff work within the approved budget.



State disability funding has been withdrawn as NDIS clients have been assessed and now manage their own funding for services.

It has not been an easy road and to date, client payments for services through NDIS, does not equal the withdrawn disability bulk government funding.

We have been forced to introduce a fee for all Social Support and Flexible Respite services, rather than the system of a donation for the service, if you can.

Financially it has been a tight year, but our manager David Atkins has done a splendid job and our audited finance report for 2016/2017 reflect this.

On behalf of the board I would like to thank David for his control and monitoring of all expenditure within budget.

Our walk in freezer has reached its use by date for our requirements, and with the help of donations from Bega Cheese \$15,000.00, IMB \$10,000.00, Tathra Lions \$5,000.00 and Pambula Rotary \$1,000.00, we are now in a financial position to replace the freezer system. Rather than one large walk in freezer, we have elected to purchase commercial upright freezers to store food supplies.

Four commercial upright freezers will disperse the load currently on one unit, and control loss of stock, as you would not expect all units to breakdown at the same time.

We also looked at the health and safety side for staff, who will no longer be required to spend considerable time inside the walk in freezer, picking and packing meal orders.

When the new commercial upright freezers have been installed and are operational, we have a deal with Bega District Nursing Home who will dismantle and take the old walk in freezer for a swap of other equipment, that they have and we require.

We are nearing completion of our marketing grant. New brochures for all our services have been printed and are ready for distribution, radio and television advertisements have been prepared and our new website is in its final stages.

The changes, which are still being rolled out for our industry, has not only affected clients, families and staff, but our valuable volunteers. Who for the first time are delivering a service to clients who are expected to pay for that service.

We cannot operate without our valued volunteers, but at the same time, with funds being withdrawn, we are forced to charge clients for services, just to stay viable and solvent.

We will continue to keep everyone, including volunteers updated with the current requirements.

On behalf of the board of directors, I thank all staff and volunteers for their hard work over the last twelve months, without you and your contribution, we would not be in a position to deliver services, and our community would suffer.

Thank you all for your time and empathy for the aged, disability and veteran's in our community.

**Carolyn McColl**  
**Hon. Chairperson**



BVMOW volunteers Jan Reed of Greigs Flat, Eric Cran of Coopers Gully, Anne Bogut of Mirador, Bevan Goldberg of Bega with Bert Vinnell and Marianne Spitzbart of Bermagui.



## Food Services

Another busy year for Food Services in the Bega Valley with over \$100,000 worth of food distributed. Meals include mains, desserts, soups, protein supplements, yogurts and juices. A wide variety of nutritious food which can be gluten and dairy free, salt reduced, or vegetarian or blended. We can also arrange hot meals from Twofold Aboriginal Corporation's Jigamy Farm for people living in Eden. A selection of meals may include beef, lamb, poultry, pork, seafood and of course the Friday's Toussaints Community Café in Bega serves up delicious hot meals and gourmet desserts.

The kitchen is performing well on Mondays and Fridays with attendances steadily growing. People are gathering for a centre based meal with friends and excellent food cooked by our head Chef Cath Turville. BVMOW's Food Services received an 'A' rating from the NSW Food Authority as an accredited food provider and we welcomed the wonderful donation of materials and equipment from Bega Valley District Nursing Home which has been an enormous assistance in our kitchen.



In the Toussaints community kitchen with Leonie Johnston and Cath Turville.

We offer an immense thank you to all the drivers, deliverers, kitchen hands, food preppers, dishwashers, wait staff and all the other volunteers that make Food Services so impressive. There is also Melissa Moon, our Freezer Coordinator, who ensures all incoming and outgoing

deliveries comply with the NSW Food Regulations. Melissa spends a lot of time in the freezer ensuring stock and inventory adhere to food safety guidelines and compliant with best practices.

Trish Sly and Jenny Taylor have been dedicated all year to improving Food Services by implementing and maintaining our new client database, dietary information, refining stock control and ordering, streamlining volunteer systems and making sure our deliveries occur.



Noeline Hoad and Carole Stoney of Bega at the Meals on Wheels Seniors Week event.

Meals on Wheels provides meals and other nutrition services that promote dignity, well-being and independence for older people and other persons in need in the Bega Valley. The program enables older people to avoid or delay costly institutionalisation by staying in their homes and communities. The program also provides nutritional screening, assessment, education and nutrition counselling and most importantly regular contact with volunteers which is an additional bonus.

BVMOW acknowledges that social connectivity is a critical interaction for people. Volunteers are social connectors for those people isolated in our community, they break down barriers and build relationships. Meals on wheels is more than just a meal.

BVMOW extends our sincerest gratitude to all our dedicated and enthusiastic volunteers who give so much to our organisation. An incredible job well done this year.

Finally I would to all the clients for another year, our board, all our partners and the team.

**Rhonda Aked - Food Services Coordinator**



## Management

This has been a year of enormous challenges for Meals on Wheels in the Bega Valley. Australia is shifting to a user pays system. As the politicians tell us the age of entitlements is over as both the federal and state governments move their beliefs away from the community to market driven forces. As an organisation have become more flexible and responsive as the landscape continues to change around us rapidly. Meals on Wheels is ready for the challenge.

Some of our clients have shifted over to the National Disability Insurance Scheme (NDIS), others are being referred by My Aged Care (MAC). As more providers move into the market clients are being offered a choice of services from not for profits and for profit organisations.



BVMOW's Chairperson Carolyn McColl and volunteers Beryl and John Cooper of Angledale.

Bega Valley Meals on Wheels had \$80,000 cut from our budget this year by the Department of Ageing Disability and Home Care in response to the introduction of the NDIS. BVMOW must now raise this funding from charging NDIS clients for the services they receive. These fees and charges are set by the NDIS yearly.

Outputs and outcomes have become separated with two distinct reporting avenues, one through the Minimum Data Set (MDS) and the other is the Data Exchange (DEX) which are offering vastly different reportage criteria. It will take a few years for the NDIS dust to settle and for people to be able to clearly understand what promises are being made and what promises are being kept. There are more changes ahead.

Compliance issues have also been another major focus this year with an external quality assurance audit by BSI Group for the Department of Social Support verification against the NSW Quality Framework. This encourages service providers to develop a culture of continuous quality improvement by undertaking regular self-reviews of performance that



takes into account feedback from diverse stakeholders. Quality management is fundamental to our person centred approach and is the action we take to ensure the best possible services and outcomes for the people we support. BVMOW achieved 100% compliance rating in the verification process.

BVMOW also achieved Audit Level A from the NSW Food Authority and renewed its food licence for another year. The Food Services team worked relentlessly to make sure that everything was in order for the inspection of kitchen, dining room and food systems.

Volunteer sconeversations have been held throughout the year. There was Merimbula in April at the Twyford Hall, May in Bega at the Toussaint's Café, Eden in June at the Log Cabin, August in Pambula at the Anglican Church Hall and September at the Tathra Bowling Club. Volunteers have been attending, enjoying the freshly baked scones, jam and tea and updating their information to ensure we are compliant with the legislation. Sconeversations are now a permanent fixture at Bega Valley Meals on Wheels. Each year we will be in a town near you.

Volunteers are the heart of Meals on Wheels. They make our organisation work. Volunteers are the people who make a difference in the community, the café, Social Support, Meals on Wheels and all our programs. Every day our volunteers are making someone's life better, a meal delivered to your door, a social group in Bega or a bus trip to Merimbula.



BVMOW volunteers Trevor Fowles, Robert Watch, Bob Weston and Hans Thiele.

Over the year numerous students and work placements have also added to the bustling kitchen and dining room, delivering meals, collating huge surveys, helping out with accreditation, office administration and providing a much needed help to the team.

Our financial position has also improved greatly over the year. Even with the funding loss an immense amount of behind the scenes work has been implemented and completed by the

Board of Directors and the staff. Changes to work practices, reducing overheads and capital assets, improving internal operating systems has seen the organisation flourish.

BVMOW extends our gratitude to all our partners and supporters throughout the year. Our appreciation extends to our funding bodies for their ongoing support including the Department of Social Services, the Department of Veteran’s Affairs, the Department of Family and Community Services – Aging Disability and Home Care and the Department of Health.

A massive thank you to all the staff working at Bega Valley Meals on Wheels who make sure the organisation meets community needs. Some staff have finished up this year - Michelle Ling, Helen Stafford and Sally Green. We wish them well with their future endeavours.

I would also like to thank the Board of Directors for their ongoing dedication and enthusiasm for the complexities of governing an organisation under constant change. There has been some changes on the Board this year with the retirement of two committed long term members, Sue Middlewood and Hans Theile, their expertise will be greatly missed. Two new members joined with Eva Vazne and Catherine Blashki signing on for the year.

Finally I would like to extend the gratitude of Bega Valley Meals on Wheels to all people who are involved with the organisation. Its strength is the strength of the people who support it, and it will be here for many years to come.

**David Atkins – Manager**



Volunteers Howard and Mei Hill of Eden enjoy their lunch with Len and Anne Slater of Wolumla.

## Partnerships

Partnerships are essential for the delivery of services to clients. Bega Valley Meals on Wheels acknowledges support from the following organisations throughout the region.

- Alzheimer's Association
- Anglican Church
- Bega Cheese
- Bega Valley Shire Council
- Bermagui Country Women's Association
- Bega Valley Home Modification and Maintenance
- Bemboka Rural Fire Services
- Cake Decorators Guild of NSW
- Candelo Rural Fire Services
- Catholic Church
- Club Sapphire
- Collins Transport Bega
- Eden Coastal Patrol
- Eurobodalla Meals on Wheels Cooperative
- Guide Dogs NSW / ACT
- IMB Bank
- Kellow Parberry and Associates
- Kothes Chartered Accountants
- Lions Club
- NSW Meals on Wheels Association
- Robert Smith Homemakers
- Rotary Club
- Sapphire Coast Community Aged Care group
- Southern Farm Supplies
- Tathra Country Club
- Tathra IGA
- Twofold Aboriginal Corporation
- Uniting Church



The Fabulous Cake Decorators Guild of Candelo.



## Social Support and Respite Care

It is the season for change and the 2016-17 year has seen its share. BVMOW was approached in September 2016 by Bega Community Health. Community Health had been hosting social groups in Bemboka, Bega, Eden and Tathra for over 20 years and it was decided they would need to wind up. Gina and I visited each of the groups inviting them to attend BVMOW Social Support Groups. There was some reluctance to engage with change, but ultimately the opportunity to meet engaged most of the clients. Eden participants did pose a problem as practicality would not allow transport to Bega. Those people were offered the option of being picked up and taken to Jigamy Farm where a group is also hosted by the Twofold Aboriginal Corporation.

On the 13th December 2016 saw the winding up of the Bermagui Social Group. We shared a Christmas lunch with the clients and farewelled Helen Stafford.



Bemboka Social Group meets Costa Georgardis.

January 2017 saw the start of the new look Social Groups. Volunteers from Bermagui alternate Mondays and transport three or four clients to Bega to attend. They use the BVMOW's Community Car for this purpose. A volunteer travels to Tathra alternate weeks and brings a client in to Bega. Candelo numbers have been on the decline for some time now and no end of promotion has made change. We combined the Bemboka and Candelo groups and have a steady turn up since of six to eight each week. The groups are held alternately at the Candelo and Bemboka Fire Sheds. The Bemboka community has rallied behind this new group in their town and we are grateful for their support. The Bemboka group is quite vocal and we are having to be more creative with food options. Bega numbers

have fluctuated over the year, the common number attending being around fifteen. Generally the frailty of the attendees has progressed. Also a number of these clients have altered cognitive ability. This can be quite demanding on Gina and the volunteers. The volunteer input at both Bega and Bemboka makes it all possible. Volunteers are providing transport as well as assisting Gina to present her program. Well done volunteers, we could not do it without you.



Social Support and Respite Care Coordinator Helen Kuriger and Vice Chairperson Tony Toussaint.

The Toussaints Café farewelled Michele Ling at the Christmas Party on the 16<sup>th</sup> December. The New Year started up without a Coordinator. On the 5<sup>th</sup> May, Gina also took on the Friday group. The numbers have remained consistently around thirty clients since. Gina has the help of three or four volunteers who assist in the dining room and the kitchen. The environment is great and Gina has introduced changes to the décor, periodic entertainment and some systemic improvements too. Again, hats off to the volunteers, without you it wouldn't happen.

Thank you again to the Candelo Cake Decorators for their ongoing support of BVMOW with icing around 80 small cakes for us each Christmas. These cakes are then given as gifts to clients we think will appreciate a pick me up at Christmas. Our clients certainly appreciate the work that has gone into producing the best iced cakes on the coast.

Transitioning to the NDIS for our eligible Social Support clients has not been a smooth process. Some clients have chosen to go to alternate services, some are not eligible and some have stayed on. While for our clients it is business as usual, the administration has been very wearing on David, Andre and



myself. The NDIS has created an increased workload and I am unsure what the future may bring. I do not think BVMOW will receive referrals for disability support as we did historically.

In the New Year a Disability Interagency has started up. Since the introduction of the NDIS disability services were no longer communicating. The group meets every eight weeks and shares information and has a guest speaker on occasions. I have found it useful to better understanding the NDIS and its processes.

During the year I have met several times with Katungal with a view to hosting more Aboriginal clients at our groups. Unfortunately we have not been all that successful.

My Aged Care has seen a decline in the number of referrals for Social Support Individual, Group and Flexible Respite. I meet regularly with the RAS assessors and maintain a positive relationship with the ACAT. Increased Home Care Package availability may be having an impact. Also there are a number of new service providers in the area offering similar services. I have assisted several clients to register with MAC for various reasons. The positive part is that clients have choice. There was a time when variety was very restricted. I guess the change is in the demographic and how services are provided. In the past it was “this is what we can do for you” and now it needs to be “what is it you would like us to do for you?”



Volunteers Pancho Horne, Sue Ranyard, Orna Marks, Jeanette McCann, Sue Middleton and Julie Hennessey.

Members of the public presenting for volunteering has dropped also. The volunteer intake in the past year has been quite low. There has also been a reduction in the number presenting to volunteer for fifteen hours per week while on NewStart. That said, the new volunteers who have joined BVMOW are invaluable to the organisation and are doing a fabulous job.

The training calendar this year has had a focus on existing volunteers going through the three year updating Induction process. New volunteers have to do induction training prior to working in the field. The mix of new and experienced volunteers can make for interesting discussion. There have been five

Induction sessions in Bega and three in Tura Beach. Still many of our longer serving volunteers need to attend. Community Health Diabetes Educators presented a Diabetes Awareness workshop in Pambula. There was Grief and loss in Bega. Alison Simpson from Twofold Aboriginal Corporation presented a Cultural Awareness Workshop and Seniors Rights Margaret Crothers came to a full house and presented on Elder Abuse. There is usually something each month requiring planning and catering. On some occasions we open up the invitation to other Not for Profit organisations.

I have been invited to guest speak at the Bermagui Seniors Social Group, and Day View Clubs in Eden and Merimbula. With the Sconeversations, BVMOW have hit the Shire this year.

We were successful in receiving a Seniors Week grant from the BVSC. We hosted a consecutive Friday lunches and had the Toussaint Centre alive with a visiting dance group. If we are successful next year we will need an RSVP list or open up the carpark!

Thank you to Gina Sly for her continued coordination of the Social Groups and to Jenny Taylor for the fabulous administration roles she performs. You are both doing a grand job! Finally, thank you seems pretty insignificant for the roles filled by volunteers to the social support programmes. The volunteer contribution has an enormous and positive impact on our clients. I salute you one and all.

### **Helen Kuriger - Social Support and Respite Coordinator**



John Fraser and Gina Sly celebrate Meals on Wheels 60<sup>th</sup> Anniversary.

## Veterans Community Support Service

Bega Valley Meals on Wheels is contracted by the Department of Veteran's Affairs to provide services to veterans, defence force personnel and their families in the Bega Valley. The overall aim of the service is to promote both the independence and quality of life of the veteran community and provide information regarding DVA entitlements and services, and provide support and referral for eligible persons.

The Veterans Community Support Services also supports organisations with grant applications and community development initiatives. We also attend Anzac Day and Remembrance Day Ceremonies across the region.



Lone Pine - Anzac Cove  
25<sup>th</sup> April 1915  
Australian War Memorial: A03228

This year we dealt with 60 clients providing diverse assistance with obtaining services from the Department of Veterans Affairs and other community service providers. There are also a number of community development projects underway including an intergenerational playgroup, men's walking group and Veteran's Health Week program.

The position supported many individuals in the community who required services by obtaining practical assistance to help them remain at home, or in some cases transition into residential care. Services included domestic assistance, personal care, respite care, and safety-related home and garden maintenance, home modifications, transport, food deliveries and applications for Veteran's Health Cards.

Navigating the systems of community and aged care has become a main function of the Veterans Community Support Service Officer. These programs take in the full range of aged and community care services, from 'entry level' assistance, such as the Commonwealth Home Support Program (CHSP), through to much more comprehensive packaged home care, such as Home Care Packages. Levels of assistance range from 1 through to 4, depending on the person's assessed needs, level 4 packages providing the highest intensity of care.

Health is also responsible for the administration and regulation of Commonwealth subsidised residential aged care, or aged care homes, including resident fees and charges. Veterans and war widows/ers, as Australian citizens, have the same right of access to 'mainstream' (Health) services as other members of the community. DVA clients can receive both DVA services and mainstream services at the same time, as long as there is no duplication of services.

**David Atkins – Veteran's Community Support Officer**

## Volunteers

Bega Valley Meals on Wheels extends our gratitude to all our volunteers.

Jane	Adam	John	Fraser	Carolyn	McColl
Mary-Lou	Albaladejo	Lisa	Freedman	Keith	McColl
Jan	Allan	Jim	Gall	Elizabeth	McFadden
Ena	Anderson	Bevan	Goldberg	Pat	McRae
Cato	Bailey	Chris	Greenwood	Sue	Middlewood
Jan	Bartlett	Barbara	Grist	Mary	Mitchell
Judy	Bateman	Bob	Grist	Sue	Mitchell-Davis
Susan	Bear	Heinz	Guenther	Dorothy	Mullaney
Helen	Beaulock	Regine	Guenther	Lyn	Murphy
Catherine	Blashki	Kimone	Haddon	Cath	Murphy
Anne	Bogut	Julie	Hennessy	Col	Murphy
Patsy	Bonthrone	Howard	Hill	Sharon	Nammensma
Janice	Bool	Mei	Hill	Maureen	Neilson
Helmut	Braeuer	Nancy	Hinde	Jean	Nicholson
Joan	Brooks	Ollie	Hinde	Chris	Noack
Heather	Browne	Lou	Holt	Cecil	Noack
Frances	Buckle	Mary	Hoodless	Marie	Oakley
Helen	Buckley	Karen	Hooley	Sandra	O'Keefe
Jim	Burns	Eva	Horn	Sue	Pauline
Sandra	Burns	Peter	Horn	Diana	Patterson
Greg	Cain	Pancho	Horne	Mary	Payne
Val	Cartledge	Sue	Howland	Jan	Pearce
Keith	Childs	Gary	Hunt	Frank	Pearce
Anna	Clarke	Patricia	Irving	Anne	Pointon
Jenny	Cole	Alison	Jenkins	Jan	Polak
Nick	Collins	Lloyd	Jenkins	John	Polak
Eddie	Collins	Andree	Jessop	Christine	Quinton
Nerene	Collins	Leigh	Johnston	Garry	Rawson
Beryl	Cooper	Sue	Kelly	Jan	Reed
John	Cooper	Vicki	Kennaugh	Brian	Richards
Jeanette	Corbin	Betty	Koellner	Eva	Richards
Jenette	Cox	Dirk	Kruit	Cidi	Scott
Kevin	Cox	Heather	Leeder	Margaret	Sheaves
Eric	Cran	Betty	Lovelock	Ann	Sheedy
Val	Cupples	June	Lowe	Bob	Sixsmith
Trevor	Curtis	Marie	Lucas	Yvonne	Sixsmith
Jack	Dickenson	Sharon	MacPherson	Anne	Slater
Rose	Dickerson	Marie	Mahoney	Len	Slater
Dean	Dunworth	Robert	Mahoney	Jennie	Smith
Deirdre	Easton	Stephen	Mahoney	Peter	Smith
Carole	Edward	Margaret	Mannes-Bailey	Heather	Sobey
Leone	Fairweather	Orna	Mark	John	Sobey
Costa	Fella	Heather	Matthews	Sue	Spink
Trevor	Fowles	Jeanette	McCann	Ted	Spink

Marianne	Spitzbart	Jacquie	Ubrhien
Stephanie	Stanhope	Eva	Vazne
Sue	Stephenson	Albert	Vinnell
Garry	Stephenson	Maureen	Walker
Fay	Steward	Trish	Warby
Judy	Thomsen	Rob	Watch
Sue	Ranyard	Peter	Wiley
Julie	Ristanovic	Bob	Weston
Jenny	Robbins	June	Whalley
Nola	Russell	Grace	Whitby
Tony	Toussaint	Flo	Young
Jill	Troth		
Barbara	Tygh		
Helen	Turton		



# **Financial Statements**

**Bega Valley Meals on Wheels Co-operative Ltd**

**ABN 93 032 390 760**

For the year ended 30<sup>th</sup> June 2017

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