



Dear Volunteer

My name is Lisa and I started here as the Manager of North Shoalhaven Meals Cooperative in December replacing Janet Luxton after 19 years of service. Janet has retired and last we heard she was having a wonderful holiday travelling around in a campervan in NZ. We wish her all the best and thank her for wonderful contributions she made.

I would like to start a volunteer newsletter. I hope it's a way we can communicate with you about what the Coop is currently working on and all the changes that are occurring in the aged care sector. As a result of these changes we think it's the perfect time to develop and implement a new Strategic Plan as this will provide the future direction for the Coop. Could you please fill out the Strategic Plan questionnaire that is in this newsletter?

As some of you might know we are introducing a new Client Management Computerised System I would like to thank all of the volunteers who have worked so hard on this so far.

We recently received a small grant from Be Connected at The Good Things Foundation, the aim of the grant is to assist people over 50 to get on line. We are hoping to sign up some of you who are interested in gaining skills to assist people in the digital world. They programs start at a very basic level introducing you to computers, tablets, using online forms emails etc to more complex subjects how to use Skype, video calling, face time and Whats App. I recently joined to find out more information about digital cameras. Please see the last page of this newsletter.

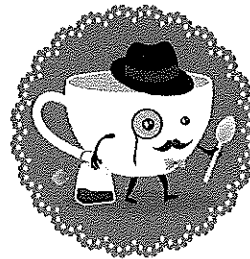
I would like to say thank you for the warm welcome and for your commitment you show in making your community a better one. Please let me know if there are any particular issue you would like me to cover.  
Cheers Lisa

## **Older Australians and volunteering**

53% of older Australian volunteer, many over 400 hours a year. Volunteers contribute 1.4 billion hours a year to their communities, a value of \$46.5 billion per annum.

Some surprising insights and information to include in your conversations with friends and family about why you volunteer and how much it contributes to your community can be found at

<https://www.seniors.com.au/news-insights/modern-australian-communities-survey>



**Would you like to help your local Meals on Wheels service with fundraising?**

**Cuppa for a Cause** is held every year on National Meals on Wheels Day. This year it will be 29 August.

You can organise a morning tea at your work, home, group or club and collect donations and take them to your local service.

Promotional materials are available from Meals on Wheels NSW

<http://www.cuppaforacause.org.au/register/>



**What is the temperature zone?**

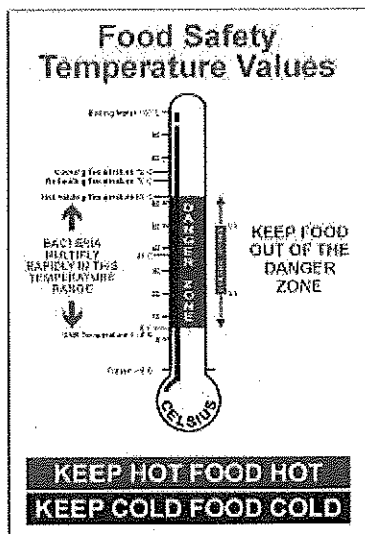
**It is important that meals are delivered at a temperature that prevents bacteria developing to levels that are dangerous to consume.**

Meals must be delivered

Frozen = hard frozen

Chilled = <5°C

Hot meals > 60°C



To comply with food handling regulations, meal temperatures must be recorded at the time of delivery.

**Feedback, Complaints & Compliments**

As well as introducing a volunteer newsletter we also started a client's newsletter. In this addition we explained how clients can provide feedback, complaints and compliments about the service. We explained how we encourage feedback, compliments and complaints as a way of continuous improvement and development of our service.

Clients can provide verbal or written feedback they can speak to Tony Weston the Client Coordinator or we have explained they can fill out a Feedback, Compliments and Complaints form that we asking all volunteers to carry with them. So could you please grab a copy of this form and have it available if a client requests it.

Please if you have feedback you would like to give we would love to hear from you.

Recently when renewing our insurance the company requested that we need to obtain information regarding volunteers drivers licence number and the expiry date, registration no and if you have Comprehensive or Third Party Property Insurance. So could you please forward this to Jo at your earliest convenience?

We would like to thank you for all your handwork and commitment volunteers really are the heart of the community.

Cheers Tony



Dear Volunteer

North Shoalhaven Meals Cooperative is going to develop a new Strategic Plan. As you know there have been many changes in the aged care sector such as the introduction of:

- My Aged Care (the main entry point to the aged care system in Australia).
- As of 1<sup>st</sup> July 2018 The Department of Health introduced the new aged care standards, new Community Home Support Program Manual and the introduction of new service delivery models (wellness and reablement models).

We have recently had our funding extended to 2020 and introduced a new client management system. We have identified that we need to update our Policy and Procedures to ensure we are meeting the new aged care standards and we need to improve the ways in which we promote and market our services.

With all the changes that are occurring it now seems the perfect time to develop and implement a new Strategic Plan as this will provide a sense of direction and will outline the Coops measurable goals. **Strategic planning** can be useful for guiding day-to-day decisions and also for evaluating progress and changing approaches when moving forward.

Strategic Plans look at the strategic direction of the organisation, not the operational issues. The strategic plan is about setting a direction for the organisation, devising goals and objectives and identifying a range of strategies to pursue so that the organisation might achieve its goals. The strategic plan does not stipulate the day-to-day tasks and activities involved in running the organisation. Our Strategic Plan will examine the following areas.

- Sustainability and growth
- Future proofing
- Human resources
- Governance
- Financial management
- Risk management
- Partnerships
- Continuous improvement

Because the Strat Plan is such an important tool to any business we are hoping to involve as many of our stakeholders as possible. (Volunteers as well as all services committee members). One of things we would like to do is to get your opinion and to do this we would like your assistance in carrying out A SWOT analysis.

A SWOT analysis examines the **strengths, weaknesses, opportunities** and **threats** that contribute to the success of an enterprise. An analysis of these internal and external factors, and the strategies built around them, can turn weaknesses into strengths, and threats into opportunities.

- **Strengths and Weaknesses** - These are internal factors which, in a business context, may include financial resources, human resources, facilities, equipment, processes and systems. They may include elements such as business culture, reputation, and leadership. For example one of our strengths is the commitment and skills of our amazing volunteers. Our weakness could also be that we have an ageing volunteer workforce.



- **Opportunities and Threats** - The external elements influencing our organisation may include market trends, outside funding, customer demographics, suppliers, the economic climate, political and environmental issues, and other factors. External factors are typically outside of our control. One of our opportunities could be that there maybe a role for us in this Disability space.

At The strategic Plan meeting we hope to concentrate on the issues that are identified as extreme and have the greatest impact on our sustainability. The Strategic Plan will develop strategies to address the problems identified. The Strategies will then become the new directions for the Cooperative and framework for developing our operation plan.

So can I please ask you to identify what you think are the following for the Cooperative.

Strengths

Weaknesses

Threats

Opportunities

If you have any questions please email me at [lisa.burns@nsmow.org.au](mailto:lisa.burns@nsmow.org.au) or call me on 44225111. Can you please ensure you return them to the Cooperative or your local Meals on Wheels Service by the 30<sup>th</sup> September , 2018

Regards Lisa



# Meals on Wheels

## North Shoalhaven Meals Cooperative

### **Would you like to have fun, explore and learn new skills online?**

North Shoalhaven Meals Cooperative received funding from *Be Connected*. *Be Connected* is a free Government initiative to encourage people to get the most out of going online; you can gain new skills and experiences. *Be Connected* can help you learn many things from the basics and functions of your computer. There are lessons for people who are more confident online such as online safety how to avoid digital scams, how to make a video call and how to shop online safely. The course sections are:

**The essentials** – teaches you the basics of what type of device you have like a computer or smart phone.

**Know your device** – Here you will learn about using your device and the functions of the device and its components, like how to use a keyboard etc.

**Getting started online** – In this section you can learn about using the internet, filling in online forms, email, using search engines and an intro into internet safety.

**Safety first** – In here we can learn about safe passwords, secure online payments, avoiding scams and tricks, downloading and saving documents.

**More online skills** – Give us the skills to shop online, use social media sites and using a digital camera

**Connecting with others** – In this section we get to understand how to make video calls and utilise application like Skype to make video calls.

### **EXCITING topics coming soon to the Be Connected website are:**

#### All about Data

What is data and how is it measured? What do you need to know before you travel with your smartphone? Plus safety tips and tricks, and how to select the best data plan

#### Wi-Fi and mobile networks

All you need to know about connecting to and using Wi-Fi safely when you are at home or out.

#### Online hobbies

Enter the wonderful world of Google Earth, research your ancestry and start your own family tree, and even write your first blog!

Apps (little programs that do a lot)

We explore all you need to know about those little icons you see on your smart device or desktop - known as apps. We'll show you how to download them safely and tips and tricks on how to manage them

Games and interactives

Test your general knowledge at the same time! We have a selection of crosswords, jigsaws and some great interactive challenges for you to enjoy.

## How to Be Connected

1. To get yourself started go to:  
[www.beconnected.esafety.gov.au](http://www.beconnected.esafety.gov.au)
2. Click on the blue sign in button, top right had corner
3. Click on 'Create new account' button.
4. Enter in the details of information about you, name and date of birth, email address and residential postcode and your secret password.
5. Important sections click on 'training centre optional' scroll through and click on **North Shoalhaven Meals Cooperative Ltd**. Please don't forget to do this part.
6. Click 'Sign up for **free**' purple button, bottom left hand
7. Start exploring!
8. Could you let me (Lisa) know of anybody that has joined at [lisa.burns@nsmow.org.au](mailto:lisa.burns@nsmow.org.au) so I can record this for funding purposes.

Thanks Lisa