



Meals on Wheels
Bega Valley

Annual Report

2021 - 2022



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	4
Social Support and Flexible Respite.....	6
Management.....	7
Veterans Community Support Service.....	10
Volunteers	11
Partnerships	12
Financial Reports.....	13



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 Government.

Mission of the Co-operative

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

- Mission:** To provide client centred services that make a difference to the health, social well-being, and quality of life of our diverse community.
- Identity:** A trusted community organisation, working innovatively and collaboratively with other others in the interests of our clients.

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.
- 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, present and future.

Board of Directors

Carolyn McColl	Chairperson
Tony Toussaint	Vice Chairperson + Treasurer
Gae Rheinberger	Secretary
Frank Pearce	Member
Patricia Irving	Member
Charles Day	Member
Irene Edwards	Member
Sue Mitchell-Davis	Member

Staff Positions

Andre Alventoza	Accounts Clerk
Kim Okeefe	Food Services Coordinator
Melissa Moon	Freezer Coordinator
Christine Bowerman	Social Support Coordinator
Brianna Myers	Kitchen Coordinator
David Atkins	Manager
Gina Sly	Seniors Social Group Coordinator

Chairperson's Report

It is with pleasure that I give on behalf of directors, the Chairman's report for Bega Valley Meals on Wheels Co-operative Limited Annual Report for June 2022.

Although most Australians in the last 12 months have been vaccinated against Covid 19, communities are still struggling to return business levels, to similar levels prior to the Pandemic.



Not all volunteers or clients have returned to our service after such a lengthy time that we could not operate because of the pandemic.

Before resuming services, we have had to, and still are, putting ourselves out front in our community to encourage new clients and new volunteers to participate.

A recent change in government has extended our license to June 2024. By which time it is hoped that a better system of payment can be established and allow us to continue to service the Bega Valley.

The previous governments proposed system of payment in arrears, would not have worked for our co-operative, and with limited reserves, would have eventually forced us to close our doors.

We are not a trading company, or in competition with anyone to make a profit.

We are a not-for-profit charity, funded by and working in partnership with government to supply food to the most vulnerable in our society.

Both NSWMOV and AMOWA are working with government to establish a more equitable funding system, in line with the Royal Commission into Aged Care recommendation's.

In other words, a middle of the road system, that we can all operate within, and remain sustainable, whilst continuing to provide services to our local communities through volunteers.

I would like to thank the Manager, staff and volunteers for their hard work, often during very difficult times, over the last 12 months. Your efforts has been very much appreciated.

I would also like to thank my fellow directors for your continued support and volunteer work on behalf of the co-operative.

Carolyn McColl

Hon Chairperson

Food Services

Bega Valley Meals on Wheels had an increase of delivered meals this year; with 26,670 meals provided and an additional 3,000 café meals cooked and served in the Toussaint Activity Centre. Delivered meals include mains, desserts, petite meals, soups, and protein supplements. Meals cooked in the Toussaint Activity Centre for our Social Groups are wholesome and nourishing including entrée, main and dessert. Our wide variety of meals can be gluten and dairy free, salt reduced, or texture modified. BVMOW has four menus each year, with meals options including beef, chicken, pork, fish, lamb, and vegetarian.

Christine Bowerman took over as Service Coordinator. Jessica Inkster resigned from kitchen duties and Melissa Moon continued her role of Freezer Coordinator during the year. Brianna Myers was recruited to our catering service.

Volunteers and staff undertook mandatory First Aid Training and Cardiopulmonary Resuscitation (CPR), as well as Safe Food Handling / Infection Control necessary under the ever-watchful NSW Food Authority who oversee our Food Licence, systems and facilities. All staff and volunteers involved in preparation and handling of food must adhere to safe food handling practices including personal hygiene and cleanliness and are provided with information regarding safe food handling as it relates to their activities and clients.



To protect the vulnerable in our community such as older persons and people who have weakened immune systems due to illness, BVMOW serves food to meet specific additional food standards as set out in the Food Regulation 2015 Vulnerable Persons Food Safety Scheme. BVMOW facilities operating in the vulnerable persons sector have a written food safety management program that effectively controls the hazards of serving food to vulnerable persons. Our Food Safety Plan is updated every year.

Providing meals to frail older people at home, at the Toussaint Activity Centre or in the community delivers a range of benefits for clients. These include informal health monitoring of clients and supporting social participation. As time spent with the older person when delivering the meal, social interactions at our centre or in the community are core principles of Bega Valley Meals on Wheels.

Volunteers are essential for Meals on Wheels. BVMOW offers 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 the best on the South Coast.

Finally, we would thank all the clients for another year, our Board of Directors, all our partners and the team of wonderful volunteers and staff.

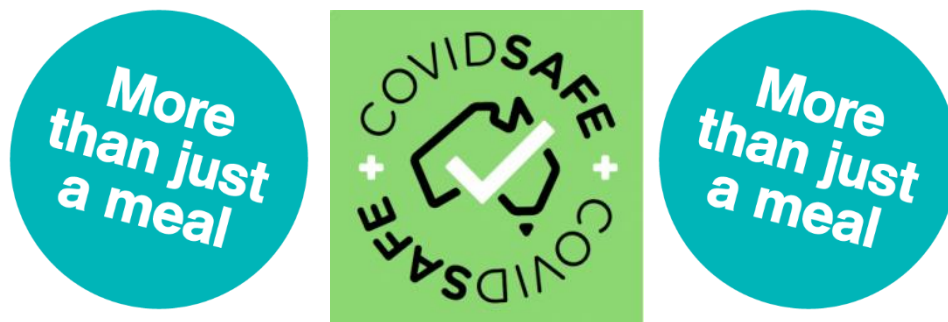


Social Support and Flexible Respite

Social Support Groups, Social Support Individual and Flexible Respite were operating all the year. The impact of the pandemic on the services was profound. Social Support and Flexible Respite usage dropped under COVID 19.

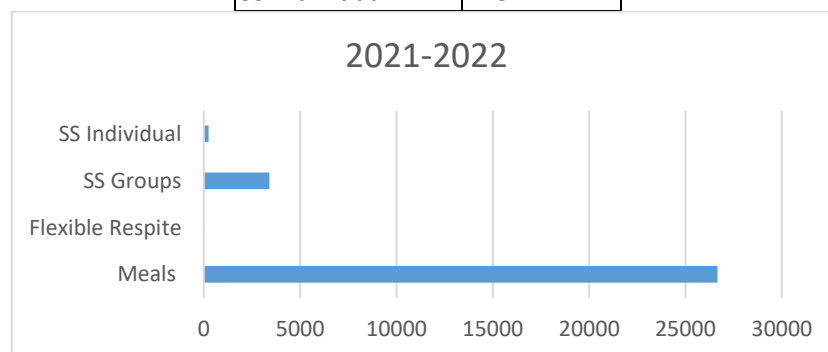
“Social support plays a key role in well-being, yet one of the major preventative efforts for reducing the spread of COVID-19 involves social distancing. During times of crisis, social support is emphasized as a coping mechanism. This requires many people to change their typical ways of connectedness and assumes that people have existing healthy relationships or access to technology.” Loneliness, isolation, and social support factors in post-COVID-19 mental health. Saltzman, Hansel, Bordnick.

Loneliness and isolation directly affect the mental and physical health of our clients. Hence social engagement is one of the core principles of our services. Maintaining contact with clients and volunteers throughout the time of the plague was fraught with complexities. Such as maintaining social distancing, personal hygiene practices and COVID Safe Practices.



Social Support Groups, Social Support Individual and Flexible Respite had 234 clients and throughout the year.

Program	Units
Meals	26670
Flexible Respite	10
SS Groups	3407
SS Individual	245



There was the Seniors Social Group Bega Monday, Seniors Social Group Bega Wednesday, Toussaint's Café Friday, with Individual and Flexible Respite in the community. Volunteers were active in all three programs.

Staff included Christine Bowerman as the Coordinator overseeing all three programs with Gina Sly as the Group Coordinator, and Melissa and Brianna in the Toussaint Activity Centre.

Activities included day trips to Eden, Merimbula, Tathra, Bermagui, Pambula and Cobargo. While Centre activities included Tai Chi, Bowls, Red Nose Day, Melbourne Cup, Bingo, Mosaic, Valentine's Day, Christmas in July, Dairy Month, Winter and Summer Solstice, Christmas, Easter, National Sandwich Day, Anzac Day, Australia Day and many other social events.

It goes without saying that we can only operate the social clubs with the assistance of our dedicated and enthusiastic volunteer team, who are always hard-working, cheerful and loved by the clients.



Social Support Group Day Trips

Management

I am pleased to be writing this report for Bega Valley Meals on Wheels Co-operative after an extremely difficult year. The COVID 19 Pandemic disrupted the delivery of services across the Bega Valley, impacted clients, volunteers and staff.

Despite this year, we are pleased to report the following:

- 26,670 meals delivered during the year.
- 3,000 meals served in the Café.
- 3407 hours of Social Support Groups.
- 245 hours of Individual Social Support.
- 10 Hours of Flexible Respite
- 234 active clients.
- 67 Active Volunteers
- 7 staff members.
- 4 Newsletters
- All our clients were supported by the Commonwealth Home Support Programme (CHSP) funded by the Commonwealth Department of Health.
- The Veterans' Community Support Office continued to support the community.
- 12 Board Meetings were held during the year.
- Bega Valley Meals on Wheels' Annual General Meeting was held.
- The Australian Charities and Not for Profit Commission (ACNC) Annual Information Statement was lodged for the financial year.
- The Department of Fair Trading: Form C12 Annual Return and C8 Changes of Details were submitted.
- A Major donation of \$25,000 from CB Gantner Trust.
- BVMOW updated compliance documents:
 - Compliance Schedule 2022.
 - Social Support Calendars 2022.
 - Continuous Improvement Plan 2022.
 - Risk Management Plan 2022.
 - Food Safety Management Plan 2022.
 - Strategic Plan 2022.
 - Approved Supplier List 2022.
 - Emergency Evacuation Plan 2022.
 - Safety Data Sheets 2022.
 - COVID Safety Plan 2022.
- BVMOW is registered as a COVID 19 Safe Business with a QR Code for COVID tracing; in the main office and Toussaint Activity Centre; some clients who are not able to access QR Codes are using a paper format. All transported clients are temperature checked at their home before transport to the Centre.
- COVID restrictions applied to services being delivered. Mandatory COVID 19 reports weekly to Department of Health. RATS + PCR + Masks. BVMOW lodges a COVID Vaccination Status Report with My Aged Care weekly.
- Following the Aged Care Quality and Safety Commission (ACQSC) Audit in May, the Initial Audit Report identified gaps which were addressed with Continuous Improvement Plan forwarded to ACQSC.
- Strategic Planning Day was held Tuesday 6th July with Grattan Smith as facilitator.
- Grattan Smith also delivered Governance Training for the Directors.
- BVMOW won an Innovation Award from NSW MOWA for Disaster Preparedness.
- The National Meals on Wheels Conference March 23 / 25 2022 in Brisbane.
- BVMOW relocated from the Bermagui Rural Fire Station to Bermagui Country Club as a distribution point. The fireies need the space for their trucks.

- Climate Change and Cyber Security Policies developed and implemented.
- David and Melissa successfully completed Food Safety Supervisor training.
- Minimum Wage Case: The SCHADS Award changes came into place from 1st July.
- The Superannuation Levy increased to 10.5%.
- The NSW Food Authority renewed our licence for another year.
- The Commonwealth Department of Health improved financial reporting and strengthened prudential compliance for approved aged care providers.
- Plastic Bags have been banned in NSW from the 1st of June 2022
- Office of State Revenue Renewed our Tax Exemption Status for Vehicles and Insurances.
- Respect, Care, Dignity: The Generational Plan for Aged Care in Australia Report outlined the reform process ahead in response to the Aged Care Royal Commission.
- Payment in Arrears: The Commonwealth Home Support Programme (CHSP) providers prepare for future reforms in Aged Care, grant agreements will be extended from 1 July 2022 to 30 June 2024, with most CHSP providers moving to payment in arrears. This means providers will move from quarterly payments in advance based on funded outputs to monthly payments in arrears based on outputs/services delivered.
- CHSP 2022-23 Extension Readiness Survey response submitted.



Volunteer Training Grant presented By Kristy McBain

- ***Richard Parbery, Auditor, presented the Annual Statements for Bega Valley Meals on Wheels Co-operative Ltd for the year ended 30 June 2021 and spoke of findings of the audit. Richard commended BVMOW for the inestimable contribution made to the local community as well as congratulating management on record keeping with special mention for Andre Alventoza for his diligence and skill in financial management.***

I would like to respectfully thank all the clients, volunteers, and staff for making this a successful year in difficult times, and the Board of Directors for continuing to provide strong governance and leadership.

Veterans Community Support Service

The Bega Valley Veterans' Community Support Service Office has continued operating throughout another challenging year with telephone support, social media, and limited face to face client sessions.

The Veterans' Community Support Service assists active or retired members of the Australian Defence Forces, and their families adapt to life in the Valley. The Support Officer helps clients navigate the civilian and government systems and processes that can prove difficult and frustrating for people. We provide practical solutions to complex issues such as Housing, Centrelink, Medicare, Aged Care, Education and Department of Veterans' Affairs. We organise referrals to other organizations when necessary and offer ongoing support for as long as it is needed.

We empower veterans and their families to improve their health and wellbeing; to stay well, age well and engage fully in social and community life. We raise awareness of the Veterans' Home Care Services, and the Veteran Card which is a redesign of the DVA White, Gold and Orange cards. There are no changes to entitlements or the services you can access with these cards.



Representatives attended ANZAC ceremonies in Tathra, Bega and Merimbula laying wreaths in honour of Australian Service Men and Women.

They shall grow not old, as we that are left grow old;
Age shall not weary them, nor the years condemn.
At the going down of the sun and in the morning
we will remember them.

The Veterans Support Office deeply appreciates the Board of Directors of Bega Valley Meals on Wheels for their ongoing support, and especially the Department of Veterans Affairs for ongoing funding.

Volunteers

The rate of volunteering is higher in regional areas than the capital cities. Volunteering rates for males and females are similar. People reported multiple motivations for volunteering with the most often cited being to help others, for personal satisfaction and to do something worthwhile. One in five people (20.8%) reported undertaking volunteering to learn new skills or gain work experience. Volunteerism is vital for Australian society.

“During the COVID-19 pandemic, the rate of volunteering through an organisation or group in Australia fell sharply from 29.5% in 2019 to 24.8% in 2020. A study on the impact of COVID-19 on volunteering found that only slightly more than half (56.4 per cent) of those who stopped volunteering in 2020 resumed in the 12 months leading up to April 2021, despite the easing of lockdowns and social distancing restrictions in many jurisdictions in Australia at that time.” Volunteering during the first year of the COVID-19 pandemic (April 2021) Biddle, N & M Gray.

Bega Valley Meals on Wheels have seventy-six volunteers currently engaged in our service. Duties are varied and include meal deliveries; administration work; driving; social support; marketing; meal preparation, cooking, respite among other tasks. BVMOW recognises the value of volunteers to our service and our community and make every effort to ensure that volunteers are supported to undertake their role. Volunteers are the heart of BVMOW.

Bega Valley Meals on Wheels delivers more than 26,6670 meals to clients each year.

3,000 meals in the Toussaint Activity Centre.

3407 hours of Social Support Groups.

245 hours of Individual Social Support

10 hours of Flexible Respite

There are 234 clients across the Bega Valley.

There are 7 staff members.

BVMOW has 76 volunteers.

100,000+ kilometers travelled each year.

BVMOW has been serving meals and doing home visits to our clients for over 40 years.

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.

- Bega Valley Home Modification and Maintenance.
- Cake Decorators Guild of NSW.
- CB Gantner Trust.
- Commonwealth Bank Bega.
- Bermagui Country Club.
- Department of Veteran's Affairs.
- Department of Health.
- Foundation for Rural and Regional Renewal (FRRR).
- Kellow Parbery and Associates.
- Lions Club Bega.
- NSW Meals on Wheels Association.
- Robert Smith Homemakers.
- Tathra IGA Friendly Grocer.



Financial Reports