

**ARMIDALE / URALLA MEALS
On WHEELS INC.**

P O Box 1608
ARMIDALE NSW 2350

Phone: (02) 6772 8970
E-mail: info@aumow.org.au

Office Hours of Business:
Monday to Thursday—9am to 3pm
Friday—9am—2pm
Closed on Public Holidays

Management Committee:

Rick Mills—President
Bob Franklin—Vice President
Jill Bennett—2nd Vice President
Jon Spilsbury—Treasurer
Ruth Blanch—Secretary
Committee Members:
John Hamel / Meg Nicols / Martin Hazell / Bev Pitt /
Maryanne Munsie (Uralla) / Dee Hillard (Uralla)



Jo and Kerryn both attended a wonderful workshop with the fabulous Maggie Beer. The Maggie Beer Foundation toured Australia with a series of workshops aimed at Aged Care Providers—both the management and kitchen teams, to encourage providers to deliver exciting and nutritious meals for clients, looking at innovative ways to fulfill healthy eating *and* food safety requirements whilst continuing to focus on keeping meals interesting and tasty!

Creating an Appetite for Life! www.maggibeerfoundation.org.au



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Rotary Book Fair

Armidale Central Rotary is holding its' annual Book Fair at the Armidale Racecourse from Saturday 6th through Saturday 13th May (inclusive).

Their major fund-raiser for the year always has an amazing number and range of books to suit all tastes.

Doors open from 9am to 5pm each day—bring a bag or box to load up your selections for hours of winter reading.

Happy Reading!

Armidale/Uralla Meals on Wheels

Autumn 2017 NEWSLETTER

APRIL 2017

Welcome to our Newsletter

Farewell Jo!!!

Armidale / Uralla Meals on Wheels has farewelled Coordinator Jo Heslin with a lovely afternoon tea held on Tuesday 4th April. Jo has been with Meals on Wheels for 4 years and in that time has overseen major change and growth for this vital community service, including the establishment of a commercial cookery and customised facility for the preparation and distribution of up to 3,000 meals per month.

Meals on Wheels (MOW) has been active in Armidale since 1966 and when we had outgrown our operational base at the Armidale Hospital, (with the support of the MOW Management Committee and under the guidance of the late Don Veale who was Committee President at that time) the organisation relocated and subsequently engaged a team of permanent kitchen staff in addition to the administration team.

Recent additions to the premises include air conditioning and carpet and the next exciting phase of development will result in the installation of a freezer room, solar panels and an internal partition to help separate the Cafe section from the Administration area. This is all a direct result of the vision Jo presented with a long-term goal of establishing a Cafe on site which is due to open in coming months offering a selection of meals and beverages as well as catering options for local businesses and organisations.

Meals on Wheels could not sustain its operations without the tireless efforts of the volunteers who deliver meals every weekday and offer their time and talents in many other areas as well - some of the volunteers have been with MOW for over 35 years!

MOW President Rick Mills says that Jo Heslin has been an inspiration to everyone at MOW over the last 4 years and that she will be sadly missed as she and her family relocate to the central coast of NSW.

Jo Heslin spoke of the very successful changes to meals on wheels, thanked all past & present involved for their on-going commitment & support. She also said she was confident that meals on wheels would continue to be a valued service under the new management of Kerryn Williams. Jo wished everyone good luck for the future.



From the Managers' Desk....



Kerryn Williams
Manager

Greetings!

I would like to take the opportunity to thank Jo Heslin for her hard work and dedication to Armidale / Uralla Meals on Wheels and for building this organisation to what it is today.

After a few weeks in the chair I can clearly see that the business is well placed to grow further into the future as we consolidate our plans for the café and to finalise the premises (addition of freezer room, glass petition and solar panels)

Thank you all for your welcoming support and for those of you who were able to attend the afternoon tea to say Farewell to Jo and Welcome to myself, thanks again for your kind words and encouragement!

In other news, there has been some speculation in the media around Meals on Wheels funding in the lead-up to the federal budget. I think we are always seeking to ensure the future of this service and the National MOW Association made a submission to the government along those lines. Some media outlets picked this up and posted some worrying articles but at this stage, and although we agree with the need for increased and secured ongoing funding, these reports should be no cause for concern.

Kind Regards, Kerryn Williams

Easter Egg Raffle

We raised \$352.20 in our raffle—thank you all for buying tickets and we hope the winners enjoyed their Easter baskets!



Linking Learning Café

On 1st May we have our first induction session for the group of New England Community College students who will come to MOW for Hospitality training under our Linking Learning Café Project.

One student per week will work in the kitchen with Kellie and her team to learn commercial cookery techniques and other skills under their Certificate II in Kitchen Operations. This will also include some workplace health & safety, food safety, customer service and teamwork.

Kellie has obtained Certification as a Trainer / Assessor so that she can oversee the progress of these students and ensure they are meeting with their required learning outcomes.

We are looking forward to this project and we hope you will join us in welcoming a few new faces in the kitchen area in coming weeks.



Client Food Safety

Following the food safety guidelines is very important.

Please follow the instructions on your meal packaging.

If you have any questions about reheating your chilled or frozen meals, please contact the office. Please note that the Aluminium trays ARE microwave and oven safe. They are recyclable too!

News



Volunteer Notices

We have recently had a Quality Review which is one of our requirements under the Federal funding we receive.

In order to meet the Quality standards we have made a few small changes:

1. **Mobile Phone Policy:** At least one person in a volunteer vehicle must have a mobile phone so that we can ensure quick response to any situation that may arise, such as a non-responsive client or a mix-up with the meals. If you do not have a mobile phone, the office will provide you with one to take on your delivery run. They are simple handsets with only the MOW office number stored for easy use.

If you have a mobile but have not provided your number to us, please contact the office ASAP.

2. If you find that a client is not responding to knocking or calling out when you arrive for delivery, can you please contact the office immediately. We will work with you to determine the best course of action at that time, if you believe the client is at home and might be requiring assistance.

We have been collecting Emergency Contacts for all our clients so that we have a response plan in place for each client, based on their wishes, and if need be, one of the office staff will come and relieve you so you can finish the delivery run.

Details of this process have been placed in the Run Folders for you to refer to.

Client Notices

Meal Cancellations:

Please ensure you cancel your meal before 9.30am on the day of delivery.

Meals cancelled after this time will need to be charged to you as preparation & cooking is underway. Under some circumstances we can freeze your meal & send it with the next delivery, please check with the office when you cancel.

REAP by Oz Harvest ceased

Unfortunately due to the decrease in donated goods the partnership with REAP Oz Harvest has broken down.

The REAP Coordinator has also left the Armidale area and that organisation is looking to re-structure services in this region.

We have secured details of the other services in Armidale so we can refer needy recipients to an alternate support service.

Such a shame to see a valuable service fall away—we will let you all know if they are able to re-establish a new service in future.

Thank You!

Thank you to all our clients for understanding the need for us to apply a small fee increase at the start of April.

We have not had any increases to our meal pricing since 2015 and this small amount makes such a difference to the sustainability of our service.

FOR SALE: Jams, Pickles & Relishes

We have an assortment of homemade jams, pickles and relishes for sale \$5- per jar. There is a variety to choose from on the shelf near the entrance so make sure you check your supplies! Orange Marmalade ~ Fig & Ginger Conserve ~ Zucchini Pickles are just some of the tempting offerings..

Reliable sources report they are scrumptious!!