

**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 Nichol / Martin Hazell / Bev Pitt /
Maryanne Munsie (Uralla) / Dee Hillard (Uralla)



The Crochet Group from the University of the Third Age, Armidale, made several beautiful quilts and wanted them to help people in the community through another New England winter. They have kindly donated four to Armidale / Uralla Meals on Wheels and we drew client names from a hat to determine who would receive these wonderful gifts of warmth and colour.

They were very well received indeed!

Thank you to the University of the Third Age, Armidale Inc.

T: 02 6772 2752 E: admin@u3aa.org.au W: www.u3aa.org.au



Armidale/Uralla Meals on Wheels

Winter 2017 NEWSLETTER

AUGUST 2017

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Welcome to our Newsletter

New England Community College—Student Placements

Our first group of students from the New England Community College have completed their placements for Certificate II Kitchen Operations.

MOW Chef Kellie enjoyed the opportunity to teach these young people about commercial cookery and kitchen operations.

One of the students has continued to volunteer his services as a kitchen hand to keep learning and improving his skills.





Kerry Williams
Manager

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 re-heating your chilled or frozen meals, please contact the office.

Please note that the Aluminium trays ARE microwave and oven safe .

PLUS
They are recyclable too!

From the Managers' Desk....

Greetings!

Welcome to our new clients and also to our new volunteers. We have had many new consumers join the ranks of meal recipients in both Armidale and Uralla and we hope our meals are helping you get through the cool winter days (and nights!).

Some new volunteers have also joined us recently so if you see a new face on deliveries, make them feel welcome as part of our wonderful network.

Our Volunteers would have noticed the glass partition that has been erected around the administration area, to provide the staff a level of privacy for when the café is established. MOW had previously secured funding under the Armidale Regional Council's Stronger Communities Fund for this partition and for our new freezer room which is still to come.

We have set the date for this year's AGM—Tuesday 19th September - and we will be providing lunch for those joining us at 1pm with the meeting to follow at 2pm. We would welcome any of our volunteers who are able to join us or would like to offer their input into how the organisation is running.

Thank you, as always, to the Management Committee who are untiring in their support and guidance as I navigate my way through the business!

Kind Regards, Kerry Williams

Volunteers—What to do when a client does not respond...

Over the last 4 years, we have had 5 incidents where clients have been found needing assistance after a collapse or fall. This is why MOW volunteers are so valued by our clients and their families as an additional well-being check.

For our volunteers it's extremely important that we follow the written procedure in the Run Folders whenever a client does not answer a knock on the door, to work out if the client has just popped out or if they are at home but unable to answer.

We rely on our Volunteers to firstly check around the house and garden in case the client is at the clothesline or enjoying the sun on the back porch!

Most of the time the client is close by and the MOW staff will often be able to make contact with them and organise what to do with their meal.

However in the event that the client is home but unable to answer the door, the MOW office has emergency contacts on file and a set procedure for how to respond to any incident with a client suffering from ill-health or injury. We ask that volunteers call the office immediately (and of course 000 if required) so that we can put our emergency plan into place. This is why it is so important that our volunteers have a mobile phone on hand. Thank you all for your understanding and assistance with this process.



Volunteer Notices

Sign-in Sheet

You will have noticed a slightly different sign-in sheet on the table—we are hoping to capture the mobile phone numbers of all volunteers in one location each day so that if we need to contact you while you are on your delivery run, we can be sure to have the correct number to call you if necessary. Please note that your contact details are not used for any other purpose nor are shared with any other organisation.

Lanyards

It's a small thing but we do not have any spare MOW lanyards.

So if you find that you have accidentally taken it home, can you please drop it back to us the next time you are out and about—please do not wait until your next rostered day as we have no spares to use in the meantime.

Armidale Fuel Vouchers

Apologies for the difficulties with the Caltex Fuel Vouchers while the Girraween Service Station went through a management transition.



I have been assured that they will now honour all vouchers and no volunteer should be asked to put in only \$6 worth of fuel or any other similar requests. It should be very straight forward but *please* let us know if your experience any ongoing issues when trying to access your fuel. Thank you for your patience with this situation.

Client Notices

New menu items

We have made some changes to our winter menu offering a few different choices which you would have noticed by now.

The new meals have been very well received by our clients with resounding feedback coming in—particularly for the red-wine and garlic slow cooked lamb, and the Tuscan Chicken dish.

Feedback—Positive & Negative

Please continue to provide us with your feedback—both good and bad. We rely on you all to tell us if you think we can do better or if you are loving your meals—it's the best way a business can grow and improve!



Most people hate giving negative feedback but it's really important that we hear from you if anything has made you unhappy or unsatisfied with your meal service. This way we can work to ensure your future satisfaction is guaranteed!

Eggs

We have had to cease our egg delivery service because the supply became a little unreliable and this donation to our clients was also becoming quite costly and time-consuming to organize each month.

Thank you for understanding the need for this change and we hope it has not inconvenienced you too much.

Meals On Wheels Annual General Meeting

The AGM for Armidale Uralla Meals on Wheels is to be held on [Tuesday 19th September](#).

Lunch will be at 1pm and the meeting will commence at 2pm.

Formal Notice of the meeting will be forthcoming including all the Meeting Papers
RSVPs will be gratefully accepted to manager@aumow.org.au or 6772 8970 by 13/9/17