

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

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**Office Hours of Business:**

Monday to Friday—9am to 3pm

Closed on Public Holidays

Armidale Uralla Meals on Wheels gratefully receives funding from the federal government under the Department of Health's Commonwealth Home Support Programme (CHSP).

Armidale Uralla Meals on Wheels is a registered Charity under the Australian Charities & Not-for-Profits Commission (ACNC).

**Management Committee:**

Rick Mills—President

Bob Franklin—Vice President

Jill Bennett—2nd Vice President

Jon Spilsbury—Treasurer

Meg Nicol—Secretary

Committee Members:

John Hamel / Martin Hazell / Bev Pitt / Doug Lobban

Maryanne Munsie / Dee Hillard



Australian Government  
Department of Health



**Volunteer Survey Feedback**

Every year we survey our volunteers about their experience with Meals on Wheels deliveries. Here is a short summary and some responses to the feedback and suggestions provided.

- length of the delivery runs & directions** —majority indicated runs are OK - we have adjusted some runs to make more geographical sense since including some new clients recently. If you check the white paper street map in the folder you will see that each street on your particular run has been highlighted to stand out and in some cases the approximate location of the houses as well. We hope that helps!
- 100% of respondents (40 people) said that they **feel safe** when doing the deliveries—just a few issues with dodgy steps. Also 100% of respondents stated that they recognize **the importance of the job** they do for Meals on Wheels. I was very saddened to read that a few people felt that their contribution was not valued or appreciated. I would like to hear from anyone who feels this way and we always appreciate suggestions on how we can demonstrate our thanks in more ways to our volunteers.
- Feedback / Complaints** process—there were some comments about when feedback is passed on that there is no follow-up. We apologise for any past instances where this may be the case. Please note however, that if the feedback is from or about the client, we actually liaise with the client directly to follow-up and look to rectify the situation with them. With regard to issues at a client home (eg. clutter or safety railings, etc) we have very little power to influence change in this area. We can make suggestions and we also try to work with other care providers to improve the safety of the home environment.
- We are trying to find a better solution for the **sandwich packaging** as we know it is not ideal. Options are limited and often expensive but we are researching other packaging.
- There was some interest expressed in some information around communicating and dealing with people who have dementia. However people felt they were too time-poor to attend an 'education session' so we may look to circulate some information on this subject for you to read in your own time.

**Thank you for taking the time to respond & provide such great information for us to work with.**



# Armidale/Uralla Meals on Wheels

## Autumn 2018 NEWSLETTER

MAY 2018

P O Box 1608  
Armidale

Phone: 6772 8970

Email: [info@aumow.org.au](mailto:info@aumow.org.au)

### Welcome to our Newsletter

#### Kitchen has new Winter Coat

#### Funds Donated by Armidale Central Rotary

At our 2017 Food Safety Audit, we were advised to have our kitchen and store-room re-painted to have a better quality gloss finish, in line with food regulations for food preparation areas.

We were able to secure the services of Noel Graham & Sons who were kind enough to come in over a weekend to complete this rather fiddly job. A big thanks to Glen Farrell and his young offsider who gave up their weekend to complete this for us.

Armidale Central Rotary, who are one of the groups who arrange a regular driver roster for us, have agreed to cover the cost of this painting work, a very generous donation and is very much appreciated by Meals on Wheels.

**INSIDE THIS ISSUE:**

**Kitchen has a new winter coat!**

**From the Managers desk...**

**Volunteer Notices**

**Client Notices**

#### **Annual Book Fair**

**The Armidale Book Fair will be held at the Armidale Racecourse from Saturday May 19th through to (and including)**

**Saturday May 26th.**

**The Book Fair is open from 9am to 5pm Daily**



## From the Managers' Desk....



Kerry Williams  
Manager

**As the chills of winter descend upon us again, I hope everyone has their firewood stacked and their rugs and uggs ready!**

There was a bit of a hiccup with our kitchen staff in March when our Chef left us at short notice. We did manage to get our meals prepared and delivered with some assistance from our previous chef Kellie and a fantastic team effort from everyone here.

We are delighted to welcome Rachael Morley to Meals on Wheels as our new permanent Chef. She has moved to us from another local business who I am sure are missing her as much as we are enjoying having her here.

Thank you all for your patience through this period (customers and drivers) as there were a few days where meals were later than planned but we are glad that we still got them cooked and delivered!

We average about 3,000 meal units every month—including sandwiches, smoothies and desserts. Our service numbers remain steady with a few new clients coming on board in the last few months.

We have just received the very welcome news that our **current federal funding contract has been extended to 2020**. We receive funding from the Department of Health (Commonwealth Home Support Program or CHSP) to subsidise the cost of producing and delivering your meals each day.

While the federal government is undertaking (yet another) review of the Aged Care System and seek to review the current funding structure, they have allowed us to continue as we are for the next 2 years. The Department has stipulated the need for all aged care service providers to conduct annual reviews of their clients to ensure they are providing the right type and level of services, as required by the client. Most likely this will mean a brief chat and check-in with each client.

**We have just changed to our winter menu which has many favourites and we have added a few reliable winter-warmers plus some new meals which we are excited to offer you.**

We were recently the recipients of a most generous **donation of a Petrof up-**

**right piano** which has found a happy home in our dining room. It has been gifted to Meals on Wheels by the family of client Netta whose husband purchased the piano and hand-made the piano stool for their grand-daughter.

Allinghams were kind enough to halve the delivery fee and local tuner John Hatfield has subsidised the cost of tuning the piano and a few minor repairs.—lovely gestures from both businesses.

We hope that some of our future function bookings will break into spontaneous song!

All the best, Kerry Williams



## Volunteer Notices

**Can you PLEASE ensure that you are calling the office from the location any time a client is not responding to your visit.**

We still have some drivers returning to the office with meals and only then reporting that a client was not home.

It's really important for our clients' safety and wellbeing that we follow-up an unexpected absences as soon as we know about them (this means not waiting until you get back to the office please).

Often the client is in the garden, at the clothesline or maybe taking a nap. The sooner we can locate them the better—and we need to deliver their meal at the right temperature as well.

We find that it is common for people who cannot hear loud knocking are able to hear their telephone ringing. This is why we prefer to call the client while you are still on the premises to let them know you are waiting at the door with a meal.

Worst case scenario is that there actually is a problem for the client who may be unwell or have had a fall or accident in the house. Obviously the sooner we can raise the alarm the better.

**This is a vital part of our service which many people rely on, so thank you for your help with this.**

### Flu Season - please be careful!

We request that our Volunteer Drivers please be mindful of our clients' vulnerability to the Flu.

If you are suffering from the dreaded bug this season, can you please call the office and excuse yourself from your run as we would hate to pass on any unpleasant illnesses to our clients.

We also need you to look after yourselves so it's best you stay at home wrapped up in something warm.

We can offer you sympathy or we could possibly drop you off some chicken noodle soup if that helps!

## Client Notices

**Changing your meal options..**



We wanted to ensure that all our clients know that you are not locked into your meal choices. If you would like to increase or decrease the days of the week that you receive deliveries, please call the office to discuss your changes.

If you and food are not agreeing with each other for some reason, please contact us as we may be able to help you with a lighter meal option, a smaller meal portion for a few days or perhaps a protein smoothie would be another option to consider.

Obviously if your decreased appetite persists it would be a good idea to talk to your doctor as this is often an indication that there may be something not quite right.

Older people are not supposed to eat less just because they are older! Your body still needs sufficient fuel to function well and to help you keep well—especially as we head into winter time.

We hope some of our new menu options will help to warm you up from the inside out!

### No Meals Required?

If, for some reason, you do not require meals for a few days or a whole week, please call us to let us know. Our meal management system has all our regulars set-up with automatically recurring services to ensure we keep your services running smoothly. So even if we don't get a menu from you, we will assume you still need meals unless you have told us otherwise. Some people write us little notes on their menus if a meal isn't required, which is really helpful for us.

**Please call the office on 6772 8970 if you have any questions about your regular services or if you need us to make any adjustments to your regular deliveries.**

**WE NEED DRIVERS! If someone you know might be interested please direct them to us.**