

**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



It's OK to Hang Up On Telephone Scammers!

In fact—we recommend it! Don't feel bad or worry about being rude—people should feel safe and calm in their own home and not worried about being hassled on the phone.

We have had a number of clients comment about how they often do not answer their phones or leave it 'off the hook' for fear of harassment by telephone scammers. As much as we understand how irritating these callers are it's very important that you answer your phone as it can cause great concern to family, friends and service providers when repeated calls go unanswered. A suggestion is to ask family or other trusted callers to let the phone ring two times first, then hang up and call you again—this could be a code to let you know it's a safe call to answer.

Most of your proper service providers will contact you by mail if they have important changes to make to your service arrangements. Their contact details and correct phone number will always be on your account or other paperwork. If you are unsure about any company making contact with you, hang up and call the service provider yourself using the number on your account paperwork. They can confirm if they were trying to contact you for valid reasons.

You can report people or companies for telephone harassment and often simply stating this to the caller will end the call abruptly—they might even hang up on you! **So get in early and hang up on them first!**

You can also list your number on the [Do Not Call Register](#) by calling 1300 792 958.

This can help reduce nuisance calls.

If any caller is upsetting you, please HANG UP.



Armidale/Uralla Meals on Wheels

Winter 2018 NEWSLETTER

JULY 2018

**P O Box 1608
Armidale**

Phone: 6772 8970

Email: info@aumow.org.au

Welcome to our Newsletter

New Freezer Room

Long awaited improvement now in place

Meals on Wheels secured funding through the Armidale Regional Council's Stronger Communities Fund in 2016 to help us complete several large jobs in this premises as part of our "Links & Learning Café" project.

One of them was the partition between the dining room and the administration area which was finished mid-2017 and the other was to install a large walk-in freezer in our food storage area.

We are excited to announce that this project was completed in June and we have been able to move all our stock from our collection of chest and upright freezers into our one central freezer unit. It's much more efficient and having all the stock in one place is much easier for our kitchen team to access and monitor stock levels.

'Thank you' must go to the Armidale Regional Council for their patience while we waited to get both parts of this projects completed.

We have been able to support several other charitable organisations with donations of our excess freezers—we already work closely with the Armidale Neighbourhood Centre to provide surplus food or ingredients and they gratefully accepted an additional freezer to help with storage of meals that they create to feed homeless and vulnerable people in the Armidale community. One large chest freezer originally gifted to us as part of the OzHarvest service has been re-deployed at the Armidale Youth Refuge, much to their relief.

BONUS!!

We received a donation by Armidale Central Rotary to cover the \$2,000 expense of installing customized shelving for the freezer, also \$800 for the purchase of a new, commercial microwave for our kitchen.

Thanks once again to Armidale Central Rotary for their generous donations to Meals on Wheels.

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Kerry Williams
Manager

From the Managers' Desk....

Greetings all,

Looking back at the last financial year I am glad to be able to reflect on the number of projects we have completed such as the addition of the partition wall between the dining room and administration areas; painting throughout the kitchen and storage area; the installation of solar panels and also our new walk-in freezer. These are mostly projects that we received grants to complete in the past and we were extremely keen to demonstrate that we were committed to their undertaking. It's a great relief to have all the projects completed and as mentioned in this, and previous, newsletters the additional funding received through Armidale Central Rotary has assisted us greatly to finish these projects properly.

All this has been taking place while we maintain the service of between 2,500 and 3,000 meals each month. We always welcome feedback about the meal service so please call the office if you have any issues to discuss.

I recently met with several other MOW providers from New England and the Mid-North Coast and was surprised at how many other services purchase bulk frozen meals for their clients instead of cooking fresh meals each day. I think we should be extremely proud that we remain one of the few MOW services that cooks our own meals and that we can customise the service we provide for our clients' specific dietary requests.

We have included a brochure in this newsletter from NSW Fire & Rescue about some home fire safety. Unfortunately Australians over the age of 65

are over-represented in the statistics relating to domestic fires. You can get help to ensure your fire alarms are working so please use the assistance available to you to stay safe in your own home. Armidale Fire Station phone number is 6771 5076.

All the best and I hope you are keeping warm!

Kerry Williams

HAPPY BIRTHDAY!!

Special wishes to
Gwen Blackman who
celebrates 100 years
on 27th July

In Memoriam

Our condolences and thoughts to the loved ones of the following clients whom we have been proud to serve whether it be for a long time or a short time, who have passed on this year and are all sadly missed.

Shirley Allingham ~ Barry Clarkson (Uralla) ~ Chris Dawson (Uralla) ~ Doug Dixon ~ Thelma Gray ~ Catherine Maclean ~ Pat Maguire ~ Kerry McColl (Uralla) ~ Bob Stibbard ~ Trudi Van Giessen ~

Our condolences also to the family and friends of **Mr Richie Clutterbuck**, one of our volunteer drivers who gave his time to MOW for many, many years. We thank you for your dedication and service Richie.

News

Dementia Awareness Resources

Locally based Primary health care provider Healthwise New England North West has developed some terrific videos for people who are interested in learning more about how to work with and care for people who have dementia.

The content and planning for these videos is the brainchild of Cate Doyle who is the Coordinator Memory Assessment Program and Sally Henry who runs a local Carer Support group. Both Cate & Sally have been working with people with Dementia and their carers for many years and have a wealth of knowledge on the subject.

Videos to be released in the series include: Communication, Distraction and Redirection, Personal Care, Self Care for Carers, Driving, insights from Professor Susan Kurrle and finally a number of videos where they talk at length with Carers about their experiences in caring for their loved ones. The video production was made possible with funding that Healthwise received through the Newcastle Permanent Charitable Foundation.

Several of our volunteers asked for this type of training or information in our 2017 Volunteer Survey. However there was not much interest from people in attending education sessions here so we thought that providing you with the ability to view these videos online, would be a better option. You can access these at your own convenience and share the link to the Healthwise youtube channel with other friends or people you may feel would be interested.

https://www.youtube.com/channel/UCw-k6X8l_xq1MAqXmcAnmqg

These videos viewed with the resources provided below are an excellent training opportunity for our volunteers to undertake.

Become a Dementia Friend today!

A Dementia Friend is someone who wants to make a positive difference to the lives of people living with dementia through increased awareness and support.

It means you have increased your understanding of dementia and how small things you can do can help support people with dementia to remain included, accepted and connected with their community.

A Dementia Friend is someone who understands small acts can make a big difference.

By having a better understanding of dementia, you are empowered to do small, everyday things that can make a difference to someone with dementia.

Why become a Dementia Friend?

An estimated 425,000 Australians are living with dementia. It impacts the individual living with the condition as well as their loved ones who often provide the support and care.

People living with dementia can find it challenging to participate actively in the community due, in part, to a lack knowledge or understanding of the condition and how it can impact people.

In fact, a recent survey by Dementia Australia found people living with dementia and carers reported experiencing embarrassing situations, feel strongly disconnected, feel less competent and sometimes feel useless.

By becoming a Dementia Friend, and increasing your awareness of dementia and its impacts, you can help a family member, friend, neighbour or co-worker living with dementia feel accepted, safe, included and involved.

A little understanding and kindness can go a long way.

How do I start?

By signing up! Visit www.dementiafriendly.org.au and follow the links to Register.

Once you've entered your details just follow the prompts to complete the first learning module.

You will learn about dementia and be introduced to people with dementia and hear their stories.

Completing the learning module will earn you a Dementia Friend certificate and badge.

More
than just
a meal