

**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).

We are a registered Charity under the Australian Charities & Not-for-Profits Commission (ACNC).

**Management Committee:**

Rick Mills - President  
Bob Franklin -Vice President  
Vivienne Gregg - 2nd Vice President  
Shirley Cook - Secretary  
Sandra Stroud - Treasurer  
Committee Members:  
Martin Hazell / Bev Pitt / Doug Lobban  
Maryann Munsie / Ros van der Veen



Australian Government  
Department of Health



**Defibrillator**

A very generous and long-serving volunteer of our organisation (together with other community groups) has donated funds to purchase a defibrillator unit. This person would prefer to remain anonymous but they can attest to the value of these units from personal experience and felt it was a vital piece of equipment for us to have.

It's important that these life-saving devices are located in as many places around the community as possible and we are proud to have one on-site but we also hope it never needs to be used!

MOW Staff have had training and support in how to use the defibrillator and it is very easy to use.

It is an automated device which provides verbal prompts to the people administering first aid, so that the correct sequence of events can be followed.

We are extremely grateful to have been able to obtain this device and it will be mounted in a prominent location so it's easily accessible, should it be required.



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**Armidale/Uralla Meals on Wheels**

**Winter 2020 NEWSLETTER**

JUNE 2020

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**Generous Donations Received**

During this difficult period of service delivery we have been very fortunate to benefit from the generosity of a number of donors at a local, state and national level.

The parent company of **Glen 20 & Dettol** (Reckitt Benckiser) made a generous donation of \$1 Million in stock distributed to Meals on Wheels organisations all over Australia, including Dettol hand sanitiser for staff and volunteers to use, as well as Glen 20 spray for clients at home.

**Woolworths** and MOW NSW partnered to provide packs of toilet paper for our clients during the crazy phase of panic buying experienced in March and April. We were glad to be able to help out with delivering such a simple but important item to your homes.

The **Costa Tomato Farm** at Guyra is regularly donating fresh tomatoes for us to use in our kitchen as well as the little cherry tomatoes for us to distribute to our clients. These have been much appreciated - we hope that you have been enjoying them.



More than just a meal

Back in March when accessing cleaning products was very difficult, a local lady saw a message we posted on the internet about our shortage of sanitiser. She promptly gave us a bottle of her own to use.

Her family have a long history with our service and wanted to help. So they ordered 50 x 1Litre bottles in for us as a donation! Delivered last week, it's enough to get us through the rest of the year! **Thank You!**

## From the Manager's Desk....



Kerryn Williams  
Manager

Welcome to another chilly New England winter. My goodness it has been a hectic few months here - I hope this newsletter can cover all the activities that have been happening for us all!

Firstly, **thank you so much to everyone** for adjusting our delivery routine to allow for social distancing and 'no-contact' deliveries. We are so lucky that we have been able to continue our service without any hiccups throughout autumn. **We ask that our volunteers continue to please use hand sanitiser.**

Secondly, a big **WELCOME** to all of our new volunteers and also to a large number of new and returning clients who are taking advantage of our service to help maintain healthy eating at home.

We have mentioned on the front page how many generous donations we have received but I thought I should let you all know that we are part of a network of Community organisations in Armidale & Uralla and as such, when we have any extra products that we cannot use, we share it. Some spare food items gifted to us have been passed on to the Women's Shelter and also to Freeman House. We have donated some meals to a couple of people in dire circumstances at the request of Armidale Family Support Services. It's nice to be able to share some positive news stories and to let you know how we all work together to support all kinds of vulnerable people in your community.

Clients now have the opportunity to purchase bread weekly. We were approached by the locally owned Bakers Delight franchise to offer this service. This is another example of local businesses supporting each other during difficult times. If you missed putting in a weekly bread order, please contact the office.

The federal Department of Health which provides our funding each year, has released additional funding for Meals on Wheels services to access because of the amount of extra expenses we have had throughout this period - in particular for wages and cleaning consumables. This additional funding can also be used for upgrading equipment and we are going to take the opportunity to put some long-term strategies in place that will form part of our daily routines into the future. The first upgrade that people will notice as they visit our office is that the front door is now automated and will open and close for you - hands-free! It's a very exciting improvement providing easy access to our building for all our visitors.

Kerryn Williams, Manager



### 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, recently or in the past, who have passed away in the last few months and are all sadly missed. **Also our long-serving bright and cheery volunteer Mr Bill Stocker (Uralla) & our Treasurer, long-time committee member & volunteer for decades, Mr John Hamel. Pat Halloran (Uralla) ~ Ken Brennan ~ Valerie Wain ~ Iris Power ~ Phyllis Monkton (Uralla) ~ Joyce Grieve ~ Barbara McConville ~ Audrey Taylor ~ Verona Rau ~**

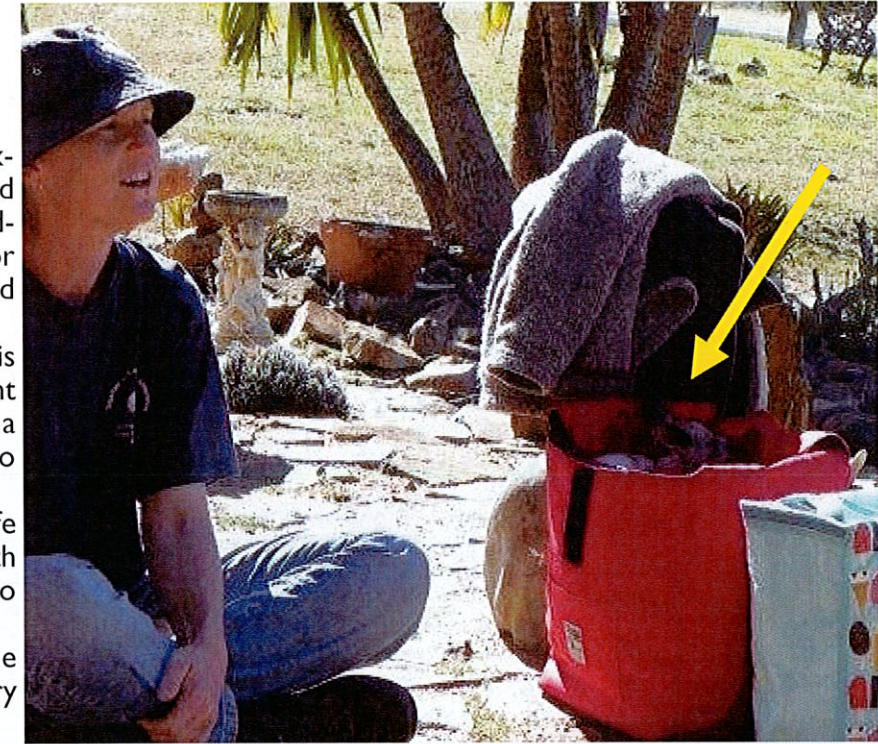
## Second Life for old delivery bags

You may recall that in the last newsletter we explained that some of our old delivery bags had been donated to the Northern Tablelands Wildlife Carers group - local volunteers who care for sick and injured wildlife and / or their orphaned babies.

Given the horrendous summer we had, there is a high demand for their services and we thought that our sturdy old canvas bags might serve a purpose as surrogate pouches for young joeys to snuggle into as they grow and develop.

This photo shows one of the volunteer wildlife carers enjoying some fresh air and sunshine with a joey who is tucked safely into the red bag to her left. You can just see the top of his head.

These bags have been distributed around the New England region and the reports are very positive about how much they are appreciated.



### PLEASE read ALL delivery instructions.

Recently we have had several incorrect deliveries. This happens when instructions are not read thoroughly or not read at all. PLEASE do not assume you know where you are going on a regular delivery run because changes do occur for our clients and we need to adjust our instructions accordingly.

**CHECK the client name and other details, street name and number EVERY SINGLE time.** With our many new clients, this is even more important. In particular please check the name on the meal lid is the correct person. There can be very serious consequences for the safety and wellbeing of clients if you ignore this directive. Food allergies and intolerances pose an extreme risk for vulnerable people. There is also a significant risk for volunteers if they are entering the wrong property without consent!

## Volunteer Notices

### Social Isolation

This period has been a great time for people to reflect on the importance of regular interaction with others, even just a chat over the back fence to a neighbour. For people who didn't think they were very social, removing the option to participate in ANY activity has made people re-think how they might engage with others in the future.

There are so many outlets for you to make contact with others - either with one-on-one services at your home; or maybe a small group of people with a shared interest; or perhaps in larger groups such as Care For Seniors, Jacaranda. Men's Shed or one of the many U3A activities on offer. We know that many of our existing clients (and also our volunteers) are missing their regular groups terribly and we expect there will be a significant move back to those group activities as soon as the restrictions are lifted.

If you do not already participate in any social activities, It might be worth reconsidering when things are 'back to normal'. This type of interaction could be energising and refreshing for you!

## Client Notices