

**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 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).

Management Committee:

Simon McMillan - President

Rick Mills -Vice President

Sandra Stroud - 2nd Vice President

Natasha Little - Secretary

Sandra Stroud - Treasurer

Committee Members:

Martin Hazell / Bev Pitt / Mandy Courtney

Maryann Munsie (Uralla)



Australian Government
Department of Health



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

What to do if you aren't feeling hungry



Armidale/Uralla Meals on Wheels

Summer 2020-21 NEWSLETTER

JANUARY 2021

P O Box 1608

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W:www.aumow.org.au

Welcome to our Newsletter

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New Equipment

We continue to develop our commercial cooking facility with the purchase of some new and specialised equipment, making use of additional funding we received from the federal government in 2020 supporting providers to expand their services through COVID.

Most Meals on Wheels services had a dramatic increase in demand during the last 12 months due to the pandemic. Extra funding was made available to assist us through this period but also to ensure the sustainability of increased operations into the future.



We were able to purchase a new gas cooktop/oven and a new bulk cooking unit called a Bratt Pan (centre of photo) which is basically an enormous cooking pan! This will allow our Chef to make large quantities in the one dish instead of having to juggle multiple pots and pans.

This device will be particularly busy during the winter months for our stews and casserole type dishes.

Our large oven was relocated under a brand-new customised exhaust fan which is quieter and more efficient than the old one. We are so grateful to be able to improve our facility.

Australian Aged Care Quality Standard #2 - Ongoing Assessment and Planning with Consumers

Consumer outcome:

I am a partner in ongoing assessment and planning that helps me get the care and services I need for my health and well-being.

Organisation statement:

The organisation undertakes initial and ongoing assessment and planning for care and services in partnership with the consumer. Assessment and planning has a focus on optimising health and well-being in accordance with the consumer's needs, goals and preferences.

From the Manager's Desk....



Kerryn Williams
Manager

Happy New Year!

I think it's an obvious statement to say that we all hope for a happy and healthy 2021 - anything would be a vast improvement on 2020.

We experienced some wonderful moments in 2020 as a result of the circumstances we found ourselves in. Some great gestures of generosity and humanity in the midst of all the difficulties faced by communities at a local, national and international level. As you know from previous newsletters we received many generous donations of goods for our clients and we welcomed new volunteers!

AUMOW held its AGM in November and we have seen some changes in our Management Committee as a result. **Congratulations** to incoming President Simon McMillan for taking the reins - well worn - from the capable hands of Mr Rick Mills who has stepped down to fill Vice President role. Rick and his wife Marg have given many, many hours of their time to Meals on Wheels over the decades for which we are eternally grateful.

We welcome Mandy Courtney to the Committee. Another new member, Care for Seniors Coordinator Natasha Little, has stepped into the role of Secretary as Shirley Cook has had to stand down from the Committee, as did Bob Franklin, Doug Lobban and Ros van der Veen. We are extremely grateful for all their time and contributions to the service whilst they are continuing to deliver meals for us too!

BIG CONGRATULATIONS to our Committee member Maryann Munsie who was named Uralla Citizen of the Year for her services to the community. Maryann gives her time to many charities and events in Uralla including CanAssist, Relay for Life, as well as her long history with Meals on Wheels.

One of our other long-term drivers Mr Ian Garske (from Armidale Central Rotary) was honoured for his multi-decade service to the community through the Annual Book Fair. Congratulations to Ian (and Helen!) for that recognition.

Last but by no means least, we bid a very fond farewell to our Sous Chef, Mr John Wightman who will retire at the end of February. Since 2016 John has worked with our Chef to produce our wonderful meals and we sincerely thank him for his service to the community and our organization. **Farewell John!**

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.

Rosemary Howlett (Uralla) ~ Michael Ryan (Uralla) ~ Helen Phillips (Uralla) ~ Grace Gordon ~ Joan Bower (Uralla) ~ Tom Hine (Uralla) @93 ~ Jenny Peters (Uralla) ~ Sheila Perry (Uralla) ~ David King ~ Helen Edwards ~ Eric (Geoff) Thorpe ~ Les Jarman ~ Noel Frazier ~ Bill Denison ~ Blanche Snell @92 ~ Cecil Davis ~ Helen S. Johns @95 ~ Leslie Mack ~ Joyce McKemey @98 ~



Client Notices

Aged Care Standards - Standard #2

All our clients are provided with a copy of the Aged Care Standards. These standards were introduced and revised in recent years, especially in response to the Royal Commission on Aged Care.

The aim is that all providers understand their clear responsibilities and the expectations around the quality of care they are providing and that each individual consumer is the focus of their care planning.

Standard #2, summarised on our front page, highlights this. Standard #2 states that all customers of aged care providers are INVOLVED in the planning of their services. Previously there was a "one-size-fits-all" approach to care services, but it isn't realistic

to think that every single person wants the same thing, done the same way as everyone else. This is why each provider needs talk to their clients and complete an Intake or assessment process so that services can be matched to the needs and requirements of each person.

Care Planning includes regular reviews to respond to the changing needs of every client and to ensure the services provided are still appropriate.

Volunteer Notices

Late last year, Meals on Wheels Australia contacted its Patrons, His Excellency, The Honourable David Hurley AC DSC (Retd) and Her Excellency Mrs Linda Hurley, and asked for their support with acknowledging the outstanding contribution of Meals on Wheels Volunteers, during such an uncertain and trying year. **They responded willingly with this wonderful letter written to ALL Meals on Wheels Volunteers across Australia** →



His Excellency General the Honourable David Hurley AC DSC (Retd)
Governor-General of the Commonwealth of Australia

Meals on Wheels Australia — Message of Appreciation

As we approach the end of a very difficult year for our nation, Linda and I, as Patrons of Meals on Wheels Australia, wanted to send you this message of goodwill and appreciation.

Meals on Wheels is one of the great Australian institutions. Every day, across our towns and cities, an estimated 76,000 dedicated Meals on Wheels volunteers help support more than 200,000 older and vulnerable Australians. As a Meals on Wheels volunteer, your acts of kindness and selflessness in caring for others help make our communities strong. Your welcoming smile and delivery of nutritious meals provide an all-important point of physical human interaction for someone who perhaps otherwise would not see anyone.

Unfortunately but understandably, many Meals on Wheels volunteers have been unavailable for work this year because of the pandemic. We wish all elderly volunteers a speedy return to Meals on Wheels and at the same time acknowledge the many younger Australians who have stepped up and filled the void.

Thank you, again, for your outstanding contribution to the Australian community. In a year when our nation has faced unforeseen challenges on many fronts, your dedication to community service is to be applauded.

Linda and I wish you and your families a happy and safe festive season.