

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

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**Office Hours:**

**Mon to Thurs - 9am to 3pm**

**Fridays - 9am - 2pm**

**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

Mandy Courtney - 2nd Vice President

Natasha Little - Secretary

Sandra Stroud - Treasurer

Committee Members:

Martin Hazell / Bev Pitt / Vivienne Gregg /

Maryann Munsie (Uralla)



Australian Government  
Department of Health



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

**Hygiene packs to  
50,000 MOW clients  
around Australia  
from RB and Woolies**

Woolworths and RB, the maker of Glen 20 and Pine O Clean products, have provided support to Meals on Wheels services throughout the COVID-19 pandemic.

They are now working together in partnership with Meals on Wheels to ensure all its customers around Australia continue to have access to high quality disinfectant products.

From 24 March until 4 May 2021, each purchase of Glen 20 or Pine O Clean products from Woolworths triggered a donation that will see 50,000 Hygiene Packs given to Meals on Wheels customers.

We have just collected these items from Woolies and made up all the Hygiene Packs to send out to all our active customers. You do not need to do anything - we will be making sure that everyone gets their pack!

**What products are included in the Hygiene Packs?**

To help ensure Meals on Wheels clients can keep their home clean and healthy, each Hygiene Pack will include a can of Glen 20 Surface Spray Disinfectant, Pine O Clean Wipes, Pine O Clean Multipurpose Spray and Pine O Clean Disinfectant Gel.

The packs will be delivered by our volunteers in the familiar reusable Woolworths 'Bag for Good'.

**We hope you find these products helpful!**



# Armidale/Uralla Meals on Wheels

## Autumn 2021 NEWSLETTER

MAY 2021

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INSIDE THIS  
ISSUE:

From the  
Manager's Desk...

In Memoriam

Client  
Notices

Volunteer  
Notices

Hygiene Packs

## Welcome to our Newsletter

### National Volunteer Week—THANK YOU!

May 17th -23rd is **National Volunteer Week** and we take this opportunity to once again express our sincere thanks to ALL our volunteers for their continued service to Meals on Wheels in Armidale and Uralla.

The entire team was nominated for the 2021 New England Volunteer Awards to acknowledge the outstanding service provided over the last 12 months which have been difficult for everyone to navigate.

We sadly had to say farewell to a number of our most long-serving senior volunteers who retired during the pandemic but we were also fortunate enough to secure a number of new faces in the volunteer team.

Our clients are often saying how lovely all our drivers are and that your voluntary efforts are appreciated by the clients and their family members.

We will be sending out the volunteer survey for 2021 shortly and would be grateful if you could spare a few minutes over a cup of tea to answer the questions and provide us with some feedback about the service.

It's a good opportunity to reflect on the service you provide this community and how valued it is. We know most of you volunteer for multiple organisations and many of them, like us, could not function without you.

### Happy 100th Birthday Jack!

Thursday 13th May was a very special day for our Run 9 client Jack Williams who reached his century!

We must confess that we did not supply Jack much food that week as we suspect he had much more important outings to attend to celebrate this milestone with family and friends.

Jack was delighted to receive cards from the Prime Minister, the Attorney General and of course, Her Majesty Queen Elizabeth. There have been plenty more cards and well-wishes given and we sincerely hope it was a great celebration for Jack - **Happy Birthday from all of us at Meals on Wheels!**

### Australian Aged Care Quality Standard #4 - Services and Supports For Daily Living

#### Consumer outcome:

I get the services and supports for daily living that are important for my health and well-being and that enable me to do the things I want to do

#### Organisation statement:

The organisation provides safe and effective services and supports for daily living that optimise the consumers independence, health, well-being and quality of life.



Kerry Williams  
Manager

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

As we move into another chilly winter, we transition into our warmer winter menu items. We hope you are enjoying the new range of meal options.

We continue to receive a large number of new referrals to the service each day which is often the case as winter sets in. **Welcome to all our new clients!**

Our intake process requires some robust discussions with clients to ensure we get all the dietary and delivery information we need to provide a great service. We are also glad to report a number of new clients providing glowing feedback about the positive impact our service has on their general well-being and their ability to attend to more enjoyable tasks with their renewed energy! In addition to that, we often hear such great reports about **how lovely our delivery drivers are**. These are the best compliments we can get. Thank you everyone!

It is with great pleasure that we can report our team of delivery drivers received a Nomination for the Community Volunteer Awards which recognizes the very important role that volunteers play in many community services.

One of our freezers decided to 'pack it in' recently and we are fortunate to have received a donation from the Rotary Club of Armidale North to cover the cost of a brand new replacement freezer! **Thanks to Rotary North**, our soup supplies will continue to be frozen solid.

We have embarked on some advertising campaigns which you may see in print or on Television. We are part of a group of MOW services across the region who contributed to a campaign running on WIN-TV network; We have also contributed to a state-wide campaign with NSW MOW which is really aimed at making sure people on Home Care Packages (HCPs) know that they can request Meals on Wheels if that's what they want. There are reports that some HCP providers refuse to facilitate arrangements for their Package clients to access Meals on Wheels and this is not OK.

At the time of writing we are awaiting the Government response to the Aged Care Royal Commission. The budget has already revealed an additional \$10 billion in funds to aged care over the next 4 years and we hope that some of that is directed at home care services that allow people to remain independently and safely at home for as long as possible.

Kerry Williams, Manager

More  
than just  
a meal

### 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 a while ago, who have passed away in the last few months and are all sadly missed.

~ Leone Brown ~ Neil Halloran (Uralla) ~ Frederick (George) Davis ~ Daphne Philp (Uralla) ~ Darryl Roberts ~ Mark Hagan ~ Betty White ~ Irene Chisholm ~ Irene Llewellyn (97) ~ Margaret Clack ~

Our thoughts are also with the families and friends of our long-time Uralla driver **Charlie Rudd** and long-serving driver & recent Committee Secretary, **Mrs Meg Nicol**.

## Aged Care Standards - Standard Number 4

Aged Care Standard #4 aims to back-up previous Standards and focuses on the nature of services being provided - that they are safe and appropriate for the client. As an organisation, this standard reiterates the importance of having policies in place around how services are delivered safely - for both the staff/volunteers and for the recipient of the service.

In addition to our administrative processes, Meals on Wheels is audited on our Food Safety procedures such as the way our food items are handled by our staff and volunteers, how we maintain safe food temperatures and the measures we put in place to ensure food is safe and appropriate for our clients.

This includes offering a range of meal options so that our clients can eat the food that they prefer - hot or chilled; withholding certain ingredients that some people may not be able to eat; or preparing meals for a client to make consumption easier - such as cutting up the meat, dicing or pureeing the meal; making lactose free sauces or not including certain vegies because of diverticular disease...

For some people food intolerances can be extremely difficult to manage. Eating inappropriate foods cause a great deal of discomfort and even cause major medical incidents if not recognised quickly and managed carefully.

This is what a modern, professional Meals on Wheels service looks like as part of a high-functioning aged care sector. There is a very valid expectation of service quality from clients, their families, the community as well as the department that provides our funding. This is why we strive to provide quality food services every day.

## Client Notices

## IMPORTANT REMINDERS

We cannot stress enough the importance of calling the office in **ANY unusual circumstance during deliveries**. We simply ask that volunteers please read the delivery instructions for each individual client on the day. It's not a race to finish and it's not a memory test to see if you can do your run without looking at the instructions.

- **It is mandatory that all drivers have a working mobile phone handy when delivering meals. We have spare phones if required.**
- **If someone is not home - please call the office**
- **If someone does not answer your knocking or calling out - please call the office**
- **If someone other than the client offers to collect the meal - please call the office first**
- **Under no circumstances is a meal to be left unattended, outside of a chilled environment.**
- **There is no situation where you should return with un-delivered food items if you have not contacted the office beforehand.**

If we change a delivery instruction for a client, we try to make sure it's clearly indicated on the Delivery Run Sheet for you. We are not at liberty to discuss a clients' circumstances with our drivers - it's disrespectful and is a breach of our client's privacy.

**We recognise that the time given by our volunteers is important and it is extremely valuable to our clients.** All we ask in return is that the instructions we provide are read and followed and that deliveries are done in the order listed on your delivery sheets.

We do our best to make this as straight-forward as possible. Thank you for your cooperation.

## Volunteer Notices

## Meal delivery numbers

We thought you might be interested to know that in the month of April, 2021 **4,145** food items left the building, which is an average of 207 items per delivery day - includes hot, chilled, frozen meals, desserts, fruit, soups, sandwiches, salads and smoothies.