

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

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ARMIDALE NSW 2350

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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).



Australian Government  
Department of Health



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

**Management Committee:**

Simon McMillan - President

Rick Mills -Vice President

Mandy Courtney - 2nd Vice President

Natasha Little - Secretary (Uralla)

Sandra Stroud - Treasurer

Committee Members:

Martin Hazell / Bev Pitt / Vivienne Gregg /

Maryann Munsie (Uralla)

**FIND - A - WORD**

Something to pass the time...

find the hidden words — forward, backward, or upside-down (but no diagonals).

Bake, beef, chicken, chill , delivery, fish , food, fresh, gravy, health, juice, kitchen, lamb, meals, menu, nutritional, pasta, pie, pork, portion, rice, salad, volunteer, wheels

M	E	A	L	S	L	O	C	P	A
D	S	U	Y	L	S	A	L	A	D
O	L	F	W	E	A	N	N	S	E
O	O	E	M	E	N	U	J	T	L
F	R	E	S	H	S	T	U	A	I
T	L	B	E	W	A	R	I	S	V
E	O	S	L	A	R	I	C	E	E
K	V	O	L	U	N	T	E	E	R
I	E	P	I	E	A	I	M	E	Y
T	R	S	H	S	P	O	R	K	G
C	H	I	C	K	E	N	S	A	R
H	S	L	W	R	L	A	M	B	A
E	I	I	H	E	A	L	T	H	V
N	F	P	O	R	T	I	O	N	Y



**Armidale/Uralla Meals on Wheels**

**Winter 2021 NEWSLETTER**

AUGUST 2021

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**Welcome to our Newsletter**

**Award Winners!**

As reported in the previous newsletter, the volunteers for Armidale Uralla Meals on Wheels were nominated for the England Volunteer Team award for 2021. Well guess what - **Armidale Uralla Meals on Wheels is the 2021 Volunteer Team of the Year! Congratulations!**

Many of our volunteers and some clients may have seen the certificate on display in our dining room but we wanted to take the opportunity to say well done and THANK YOU once again to all of our dedicated volunteers who continue to get our meals delivered through rain, hail, shine or pandemic lockdowns!

**Ruth Blanch—OAM**

Ruth has been a stalwart of so many local charities and services over the years - it's hard to keep track!

She thinks she started volunteering with Meals on Wheels maybe around 1990 - but we suspect it was before then. She reluctantly retired from service in 2020 due to COVID concerns - at the sprightly age of 87!

Many people in our community know Ruth personally and are aware of how wonderful she is and how dedicated she has been to a range of community organisations providing services to Armidale and beyond.

A very hearty **Congratulations** to Ruth for receiving a very well deserved **Order of Australia Medal, 2021.**



**Australian Aged Care Quality Standard #6 -  
Feedback & Complaints**

**Consumer outcome:**

I feel safe and am encouraged and supported to give feedback and make complaints. I am engaged in processes to address my feedback and complaints, and appropriate action is taken.

**Organisation statement:**

The organisations regularly seeks input and feedback from consumers, carers, the workforce and others and uses the input and feedback to inform continuous improvements for consumers and the whole organisation.

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



Kerry Williams  
Manager

Greetings to all! We hope you are keeping well and warm as we enter the final month of Winter for 2021 - although so often the calendar deceives us in terms of the arrival of Spring!

As we witness the ebb and flow of ongoing COVID restrictions and limitations imposed upon us we just keep on working to provide our clients with a service each day and we rely so much on our wonderful volunteers to be able to make that possible.

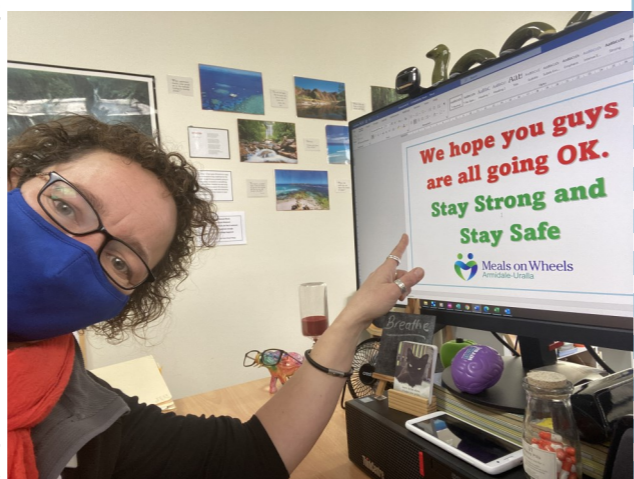
We have implemented the mandatory QR Code registration process as well as providing increased sanitization and cleaning procedures.

Everyone is diligently wearing their masks in the office and on deliveries and we thank you all for your patience and persistence during this ongoing challenge.

**LOCKDOWN: Thanks everyone for adhering to our NO CONTACT delivery rules and for increased vigilance during lockdown.**

The MOW network is a great group of people and we all share our goals to provide high quality services to our community.

With the recent lockdowns in the Sydney and metropolitan areas, we were concerned that some of the biggest services in NSW would be struggling with staff shortages, fearful clients, limitations on supplies and all sorts of other logistical issues impacting on their daily operations. All the regional MOW services were encouraged to send a light-hearted message to our metro colleagues to wish them support at this time. I sent this rather silly photo of myself with a message on my computer screen.



Kerry 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 a while ago, who have passed away in the last few months and are all sadly missed. Also thoughts are with Claire and the large Keoghan family for the passing of our former volunteer **George Keoghan**, and recently to the family of **Pat McGrath**.

~ **Morna Wilcox** ~ **William (Bill) Fulthorpe** ~ **Mary (Beth) Williams (92)** ~ **Karen Browne** ~ **Ian (Sandy) Brown** ~ **Greta (Sadie) Rice (94)** ~ **Rita Morrissey (98)** ~ **Martha Nelson (94)** ~ **Shirley Hendriks** ~ **Darryl Cochrane** ~ **Col Boresch (92)** ~ **William Gough** ~ **Helen Ward (92) (Uralla)** ~ **Nola Richer (94)** ~ **Peter Beaton** ~ **Michael Bourke** ~ **Jean de Gunst (95)** ~ **Doug Westhorpe Snr** ~ **Ray Fuller (Uralla)** ~ **Gladys (June) Haynes (92)** ~ **Edward (Ted) Paterson** ~ **Lynette Jackson** ~ **Dianne Roberts** ~ **Peter Cooke** ~ **Ross Wilton (Uralla)** ~

### Aged Care Standards - Standard Number 6

### Client Notices

**Feedback and complaints** are a really important tool for any business to be able to recognise how they are performing and address any areas that may require improvement.

We understand it is difficult to make a complaint as people feel they do not want to be a bother or make a fuss. However, if you think about a complaint as simply providing feedback, it can be a really positive experience for both parties. The consumer is able to express disappointment or frustration around a problem or issue with their service and the business can embrace the opportunity provided to make an improvement.

**Feedback is a really good thing.**

Whether you are a client of Meals on Wheels or one of our regular volunteers, we welcome your input and value any comments about how things are going.

All feedback and complaints are documented (which can be done anonymously if you prefer) so that we can keep track of how we respond and what changes we have put in place to address any issues brought to our attention.

There are brief feedback forms at the desk where volunteers sign-in; they are also in the delivery folders for easy access when out doing deliveries or to pass on to a client. You can call us or email us or speak to one of the staff at the office - whatever you are comfortable with.

A business can't address an issue if they are not aware of it. **So remember - if you don't tell us - we won't know!**

### DO YOU USE EMAIL?

### Volunteer Notices

We have some reports from volunteer drivers who appear to not receive emails from our office.

This could be for a number of different reasons.

1. Please check that we have your current email address recorded correctly in our system
2. Please confirm that you actually use that email account and check it regularly
3. Please check to see if our emails are filtering through to JUNK mail. You may need to adjust your settings so that your email program recognises our messages as valid correspondence and not SPAM.



You may need to liaise with Tanya to send you some TEST emails but please be aware that often there is little we can do to solve the issue for you as it is most likely something your email settings that needs to be checked. If you provided us with an email address when you joined as a volunteer, we assume you use it and we will not post you newsletters or notices about the service—we will email them to you instead. This is why it is important that we know this process is working so you can be kept up-to-date with service information.

### Volunteer Training to be rolled out

We have a responsibility to ensure all our volunteers have been appropriately trained to understand their role and responsibilities with Meals on Wheels. This is a basic expectation of Human Resource legislation and reflects a more modern and professional approach to how we manage our volunteer workforce.

In the near future we will be implementing a training program for our volunteers. If all our volunteers can actively participate in this training, you will help us remain accredited and continue to hold confidence in the high quality of our service delivery. Thank you for your cooperation.

### Meal delivery numbers

We thought you might be interested to know that in the month of July 2021 **4,269** food items left the building, which is an average of 178 items per delivery day - includes hot, chilled, frozen meals, desserts, fruit, soups, sandwiches, salads and smoothies.