

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

P O Box 1608  
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).

**Management Committee:**

Simon McMillan - President  
Maryann Munsie (Uralla) - Vice President  
Natasha Little (Uralla) - Secretary  
Sandra Stroud - Treasurer, 2nd Vice President  
Committee Members:  
Rick Mills / Martin Hazell  
David Breusch / Judy Fisher / Carole Peacock  
Kerryn Williams - Manager (ex officio)



Australian Government  
Department of Health



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

**FIND - A - WORD**

Something to pass the time...

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

Aircon, barbeque, beer, breeze, cricket, drink, dry, esky fan, grass, hot, lawn, mowing, salad, summer, storms, sunburnt, sunshine, swimming, tennis, watering

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



**Armidale/Uralla Meals on Wheels**

**Spring 2021 NEWSLETTER**

NOVEMBER 2021

**P O Box 1608**

**Armidale**

**T: 6772 8970**

**E: info@aumow.org.au**

**W: www.aumow.org.au**

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**Welcome to our Newsletter**

**...and what a storm it was!**

It's obviously **storm season** again, so please be mindful of weather warnings on the media and ask someone to help if you have outside items to secure or are in any way concerned for your welfare. We have included an information sheet with this newsletter which provides some useful tips on preparing for summer emergencies.

The big storm on October 14th caused significant damage to a number of our clients' homes, but fortunately everyone was OK. We had no electricity at "headquarters" for 14 hours but our AMAZING kitchen team rallied. It was incredible that under the circumstances everyone was fed on time! We made good use of recently purchased gas cooking equipment. Although much smaller than our electric oven, it was better than nothing! The admin staff had to manage without telephones, computers or printer which was also a struggle, but we all got there in the end. **What a great team!**

As the morning unfolded, we were very concerned about the prolonged power outage heading into the weekend. We needed an alternative storage arrangement for our chilled and frozen stock. I contacted the **Armidale Ex-Services Club** to enquire about possible freezer and coolroom space to store our perishable supplies and packaged meals as we faced an unknown timeframe without electricity.

CEO Scott Sullivan was willing to offer any assistance they could provide. Not only did he offer us access to the spare room available in their cold storage but also had arranged their courtesy bus, staff ute and team members to come over and collect our produce to relocate it to the Club. Such a generous gesture. Thankfully the power came back on before we were required to put the plan into action.

Subsequently I have met with Scott Sullivan to discuss using the facilities as part of an emergency response plan in the future. We are so grateful to Scott and the Club for their support.

Kerryn Williams

**Australian Aged Care Quality Standard #7-  
Human Resources**

**Consumer outcome:**

I get quality care and services when I need them from people who are knowledgeable, capable and caring.

**Organisation statement:**

The organisation has a workforce that is sufficient and is skilled and qualified to provide safe, respectful and quality care and services.

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



Kerryn Williams  
Manager

### Happy Spring everyone!

We are heading towards another warm summer and look forward to offering you our **summer menu** - of course our salads will be available again on Tuesdays and Thursdays as they continue to be a very popular meal choice.

As usual, please contact us if you have any **feedback about the meals** - it's always extremely valuable for us to get any comments from our clients about the meals so please contact the office on 6772 8970 with any feedback you have.

Congratulations to all of our volunteers - we have **100% double-vaccination** rates for all staff and active volunteers and we are so proud to be able to say that our service remains safe and reliable for our community.

The government has mandated vaccinations for everyone involved in the delivery of home care services which includes all our volunteers.

We would respectfully request that any of our clients that find they may be experiencing symptoms of COVID or have concerns that they have been exposed to the COVID virus, please let us know so we can adjust our delivery arrangements with you.

We are all learning how we will adjust to living with COVID in the community. I am sure that there will be many lessons to learn in coming months especially with the movement of people around the region over the Christmas period. So we ask that if you find that visitors to your home may have come from an area of concern that you please let us know.

We need to look after all our staff, volunteers and our other clients as well, so we cannot risk sending a delivery driver into your home if there is a possibility of being exposed to the virus. We can always make sure food is still delivered safely with no contact but we do need to know as soon as possible.

### Thank you all so much for your cooperation with this request.

The Management Committee has decided it is appropriate to provide our clients their own **special newsletter service** which is separate to the newsletter to be provided to our volunteers.

We will continue to produce a quarterly newsletter just for you with any relevant information and updates, maybe a puzzle or two, and some articles we hope are helpful and informative. If you have any special requests or suggestions about information you would like to see in the newsletter, please let me know.

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

~ Trevor Dawson ~ Kenneth Morgan ~ Juliane Porter (90) (Uralla) ~ Jan Hollloway ~ Ruth Pearce ~ Betty Farrant ~ Des Latham ~ Liz Harris ~ Bill Howley (Uralla) ~ Vince Griffin ~

## Aged Care Standards - Standard Number 7

### Human Resources

All Aged Care service providers are required to demonstrate that their staff are appropriately skilled and trained to undertake their role in the provision of services to older Australians.

Under Human Resource (HR) legislation, volunteers are considered to be staff too. This means organisations are responsible for the safety and wellbeing of their volunteers, as well as providing ongoing direction and training to ensure they remain up to date with all the safety requirements of their role. For Meals on Wheels volunteers this includes safe food handling as well as being regularly informed about the evolving aged care sector and increasing expectations around the quality of care.

We are in the process of developing a more robust cycle of training and education for our volunteers so we can continue to ensure that everyone shares our focus on providing the highest quality care and support to our valued clients.

Our paid staff undertake regular training (when COVID permits attendance!) and every employee holds current certifications in Safe Food Handling in addition to job-specific training or qualifications plus the extra opportunities for development of skills such as First Aid training.

### From the President

Our 2021 **Annual General Meeting** was held on Monday, October 18th. We are required, under the NSW Incorporated Associations Act, to hold the meeting in order to receive and approve the audited financial statements for the financial year just ended. At the AGM we also receive and formally accept the reports of the President and the Manager, and elect members of the Management Committee for the forthcoming year. You will see the Committee members for 2021-22 listed above, and I am pleased to welcome **David Breusch** and **Judy Fisher** who were elected at the AGM, and **Carole Peacock** who was co-opted at the subsequent Committee meeting (as our Constitution allows).

We will miss the very valuable contributions of three Committee members who stood down this year - **Bev Pitt**, **Vivienne Gregg** and **Mandy Courtney**. Thank you all for your time and commitment to our organization.

My thanks also go to the many members who nominated proxies for the AGM. Most of them seemed to be in my favour! While it was not necessary for me to exercise the proxies, it was comforting to have your support.

The **Office Bearers** for next year were elected by the Committee at its first meeting after the AGM - as provided under our Constitution. A little bit of arm twisting was involved, but I am sure that we will work well together.

One bit of news that I'm pleased to report is that our licence agreement with the Armidale Showground Trust has been renewed for another five years, so we have a home until the end of November in 2026.. I wasn't involved in establishing the agreement when AUMOW first moved to the Showground but I do appreciate the work that must have been involved, both in a formal sense and from a logistical point-of-view. Fortunately the arrangement has proved beneficial to us and the Showground Trust, and we look forward to the next 5 years.

Simon McMillan

### Meal delivery numbers

We thought you might be interested to know that in the month of October 2021 **4,790** food items left the building, which is an average of 239 items per delivery day - includes hot, chilled, frozen meals, desserts, fruit, soups, sandwiches, salads and smoothies.