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on Wheels

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President

Celebrating 70 Years of Meals on Wheels in Australia

In our last newsletter we shared a lovely article about the amazing lady, Doris Taylor, who was responsible for starting Meals on Wheels in Australia.

Right across the country many Meals on Wheels services have celebrated the 70th anniversary of this wonderful service commencing.

We shared some specially made cupcakes with our volunteers during that week to acknowledge that our volunteer have always been the backbone of this wonderful service.



PUBLIC HOLIDAY CLOSURES

We will be closed for the Christmas, Boxing Day, New Year and Australia Day public holidays (Mon 25th & Tues 26th December and Mon 1st and Friday 26th January).

You all know your rostered days so can you please advise us ASAP if you know you will not be able to do your regular run, so we can organize a replacement.

Uniting Church Christmas Luncheon

An Invitation from the Uniting Church

What are you doing for Christmas Lunch?

You are welcome to the Free Christmas Day Lunch.

Celebrate the 30th Anniversary of this wonderful community event at the Uniting Church Youth Centre, 114 Rusden St. Armidale

Drinks and savouries from 11.30am ~ Lunch from 12 noon

Everyone is welcome - young and old, come by yourself, bring a friend, bring the family!

If you would like help - need transport on the day, any further information or a meal delivered, Please contact: Martin Hazell 0439 485 169

Rene Dasey 0422 134 934; Church Office 6772 3233



Kerryn Williams
Manager

More
than just
a meal

From the Manager's Desk....

Hello everyone,

We hope all our clients are enjoying the menu change and a few different meals for the summer menu - including the very popular salads! Our Chef Rachael has done a wonderful job of putting the menu together once again.

It's a big job to ensure an even spread of different meal types without leaving off the favourites such as our roast meals or Silverside!

As we head toward another Christmas season we will be organizing several Christmas functions - we have been able to limit them to four this year as it is a massive undertaking to host a luncheon when we still have our core business to attend to, which is our priority.

Armidale Regional Council staff have once again donated funds raised by raffles to provide every single Meals on Wheels client with a Christmas present. We have also been fortunate to receive more hygiene products for distribution to our clients (Glen 20 and Dettol wipes) so all of these goodies will be distributed in the coming weeks via Santa's elves... actually our volunteers..!

We held our AGM on Monday 23rd October, as required under the Incorporated Associations Act. This is a formal opportunity for our volunteer members to review the work of our organization and its future and how we operate.

We welcomed two new members to our Management Committee - Victor Raszewski and Helen Dennis. We bid a very fond farewell to Martin Hazell who has been on the committee for as long as anyone can remember and has been a generous & willing contributor and supporter for many years. Kimberly Johnston has also stepped down but has promised she may return in the future!

We continue to host our monthly Birthday gatherings for our volunteers which have been well attended. It's a lovely opportunity for people to meet and chat over a nice cup of coffee and a few cakes and other treats. This is just a small gesture to try and show our appreciation for the dedicated service provided by our volunteers.

Please be aware that COVID appears to be infiltrating the community again and we ask that everyone remain vigilant about sanitizing, hand-washing and to please let the office know if you are testing positive. Our drivers will continue to wear masks while on deliveries and we can implement no-contact deliveries for any clients who are unwell. So please call the office if you need us to do this for you.

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 a sadly missed. **Other people who have also been involved in our service: Murrell Carter (driver)**

Ella Strahle (95) ~ Graham Smith ~ Greg Egan ~ Heather Porter (91) ~ Beulah Webster (91) ~ Terry Brockhall (94) ~ Marion Cameron (96) ~ Ronald (Bud) Leavoy ~ Margaret (Miggs) Coggan ~ Don Cameron ~ Judy Howarth ~ Lydia Handebo (99) ~ Gloria Booth (95) ~ Sandra Wallis (Uralla) ~ Allan Chisholm (91) ~ Mary Moore (95) ~ Fay McGregor ~ Susan Nano ~ Wendy Thomas ~ Bev Tearle (Uralla)

Driver Reminders

Please contact the office

It's really important that drivers contact the office immediately if there is any issue with the delivery of meals - for example if we have made a mistake with packing the meals or especially if the person is not answering the door when you arrive.

Please do not wait until you get back to the office to let us know - this is why we require everyone to have a mobile phone on hand while doing deliveries. We have spares at the office so please ask for one if required.

If someone's health may be at risk, we have a duty of care to respond immediately. Thank You.

Name Tags & Lanyards (and car magnets)

It is important that our drivers are identified as part of our Meals on Wheels Volunteer family for the reassurance and safety of our customers and their families. Clients & families often enquire if our drivers wear a visible ID while delivering meals. The fact that we do is part of our overall quality and safety program.

Clients do have the right to refuse your entry if they are fearful of their safety in any way.

A reminder to please remember to **leave your lanyard in the basket** at the end of your delivery.

Some people are keeping them in their cars for "next time" which sometimes means we do not have enough lanyards for all our drivers. The same applies for the car magnets which some people seem to be keeping on their vehicles. These items do tend to get lost if they are not stored here.

Thank You.

SCAMS - Beware!

There is such a variety of scams out there and the nasty perpetrators are getting better and better at what they do.

Please note that these situations are very common and you **NEED TO TELL SOMEONE** if you think you have fallen victim to one of these scams.

Please do not be embarrassed or ashamed or feel silly - it is **NOT your fault**. People of all ages and backgrounds have been tricked into parting with their personal information or money - these pests do not discriminate. And they **do not care**.

Here's the blunt truth:

1. If you do not like whoever is on the other end of a phone call, **HANG UP!**
2. **You do not have to be polite! You owe them nothing including courtesy.**
3. If you are suspicious about the call or if the person on the phone is evasive in any way **HANG UP.**
4. If they start the conversation asking you to identify yourself, you have the right to ask them to verify **THEIR** identity first.
5. Most of the big companies you are likely to deal with are getting used to their customers being wary of telephone contact due to concerns about scamming.
6. Most of these companies are opting to post letters for any formal correspondence.
7. If you use email, the same thing applies. In fact you probably need to be more careful with clicking on links in emails. They are so cleverly disguised as a legitimate email. Once again, you can contact the company yourself to query this. Make sure you use a contact number you have for them on existing invoices or documentation, rather than a number provided in the suspicious email.
8. And finally, just to reiterate - **PLEASE TELL SOMEONE!** Call a family member, a trusted friend, or neighbour immediately if your gut instinct is telling you that something is a little bit fishy! The sooner you act, the better the outcome might be for you and for others who may fall victim to the same trickery.

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:

Mon to Thurs - 9am to 3pm

Fridays - 9am - 2pm

Closed on Public Holidays



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

Management Committee:

Simon McMillan - President

Maryann Munsie (Uralla) - Vice President

Judy Fisher - 2nd Vice President

Carole Peacock - Treasurer

Natasha Little (Uralla) - Secretary

Committee Members: Sandra Stroud / Barbie Connah

David Breusch / Helen Dennis / Victor Raszewski

Kerryn Williams - Manager (*ex officio*)

Armidale Uralla Meals on Wheels gratefully
receives funding from the federal government
under the Commonwealth Home Support
Programme (CHSP).

From the President

More than just a meal.

A neat slogan that captures the important difference between Meals on Wheels services and those offered by “drop and go” commercial operations.

You and I know it instinctively because it's one of the reasons we volunteer to deliver meals to vulnerable members of our community. Having a chat and conducting a welfare check are part and parcel of what we do.

So, I found it encouraging to hear a senior bureaucrat from the Commonwealth Health Department confirm this at a Senate estimates committee hearing recently. He said, in part, *we are trying to find a way to help Meals on Wheels thrive [with] its volunteer base and that important social interaction; to preserve it going forward. We don't want a traditional Meals on Wheels service replaced by mere meals delivery.*

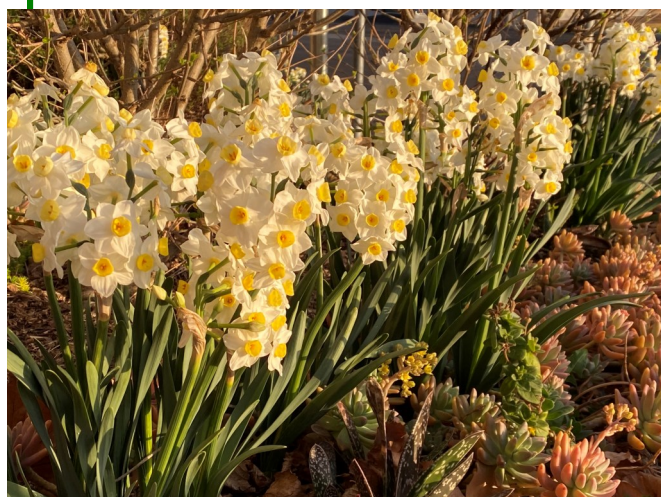
The Senate estimates committee was probing the Department about a project called ‘Future Fit’.

The project, involving a number of frontline Meals on Wheels services, is endeavouring to establish the cost base for these services Australia-wide. It's not a trivial exercise as there are wide variations between the states in how services are run and supported. The

hope is that Future Fit will provide solid data on which future funding can be based, in time for implementation of the new Aged Care Act in 2025.

Watch this space!

Simon McMillan



Our lovely garden is enjoying the current rain.
This image was snapped in August when the bulbs
were in bloom.

Thanks to President Simon McMillan and first lady
Jane for their regular garden maintenance visits.