



# Armidale/Uralla Meals on Wheels

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## Autumn 2024 Newsletter

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## Client Surveys

We regularly provide a survey for our clients to help us gather some information about how our service is helping you and to collect feedback about what we are doing—both good and bad! Your input is very important to us and helps shape the way we support you.

As a government funded and accredited provider, we are required to comply with the Aged Care Standards which underpin the delivery of care services to older Australians. Your access to Aged Care services is designed entirely to capture YOUR input so the right services are in place to support your needs and help you to stay at home safely and independently for as long as you choose.

This is not just the case for Meals on Wheels. Every service provider who supports you with services such as domestic assistance, transport, personal care, shopping or social support, etc should be checking in with you regularly to get your feedback about their service in general as well as the services provided specifically to you. This is to ensure that the services you receive are still appropriate.

Our 2024 Client Surveys will be given to every Meals on Wheels consumer (or advocate) and we encourage you to take a few minutes to complete the questions.

We really value your comments, and previous surveys have influenced the way we have developed our menu and meal choices.

For example - in 2022 we had lots of suggestions that salads would be nice in winter. We cannot sustain doing two salads per week during winter but we did add them as an option for Friday deliveries which has proven extremely popular.

Of course the surveys are anonymous so you can say whatever you like!

However, if you have some information about your particular situation, we hope you are comfortable enough to contact the office and speak with the staff about what we can do to help you. We can't fix something we don't know about - so if people don't tell us we cannot do anything about it!

Many people '*do not like to complain*' but we don't think of it as complaining - we take it on board and consider it to be helpful feedback and we appreciate it very much.

Would it help if we cut up the meat in your meals because your arthritis makes this difficult for you?

Do you require extra gravy or sauce to increase the moisture in your meals because sometimes you find chewing or swallowing a bit difficult?

Do you really hate carrots and every time we send them, you just don't eat them?

Or - have you asked us to do something with your meals and we haven't got it quite right for you?

This is the sort of information we love to get from our clients! We have the luxury of our own kitchen to prepare YOUR meals for you. Many other people just get commercial frozen meals to eat and nothing can be customised for them. So make the most of it!!

Please help us with your input for our service. The survey will only take a few minutes to complete. You can give it to the volunteer delivery driver to bring it back to the office for us in the envelope provided.

Don't forget - if you need us to contact you about your services, please put your name on the form, or alternatively contact the office on 6772 8970.



**Kerryn Williams**  
Manager

More  
than just  
a meal

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

Hello everyone,

We are now a few weeks into our Winter Menu and we hope you are enjoying a few different meal options in this menu with a few extra winter-warmers on offer.

It has been extremely busy as we head into another winter here. We have lots of new clients on service - some of you may have noticed that because some of our delivery runs are a little longer, your meal delivery times might be slightly altered as well. We do apologise if this has caused any inconvenience for you.

We try our best to organize the deliveries in a logical manner so they are grouped geographically for our volunteer drivers but sometimes we may get a group of new clients who are all in the same part of town and this will always impact our delivery schedule.

Following the release of the federal budget, we have been advised that the new Aged Care Act will be delayed until 1st July 2025. This gives the Department more time to work through the feedback provided from the sector, including providers, consumers and their advocates, and to hopefully provide a better set of guidelines around how aged care is to operate into the future.

The negative side of this delay is that we are waiting on clarification about the future structure of the sector, how we will be funded, how client budgets will be managed and if that is going to impact the way we operate on a daily basis. Of course, we anticipate better regulation and accountability for providers who do the wrong thing which will increase confidence for consumers about the quality of services they will receive.

So, we await further clarification on all these matters, as we have been since the Royal Commission into Aged Care 5 years ago. It's been a very frustrating period of limbo, given that the first, and most significant recommendation from the Royal Commission was that a new Aged Care Act would be in place by 1st July 2023.

None of this will impact our service delivery to you in the meantime - it is business as usual for us here at Meals on Wheels. We will update you with any useful information as it becomes available.

Thank 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 all sadly missed. **Other people who have also been involved in our service: Antonia Feitz ~ Greta Johnson ~ Kim Taylor (All previous Uralla drivers) ~**

**Robin Douglass ~ Beryl Sloggett (95) ~ Greta Johnson (93) ~ Tony Ryan ~ Eileen (Rose) Hanlan (90) ~ Margaret Paton (Uralla) ~ Jackie Vaughan ~ Robyn Bower ~ Merle Wilkinson (92) (Uralla) ~ Anne Russell ~ Val Forbes (92) ~ Gwen Armstrong ~ Ray Cundy ~ Joan Reynolds ~ Colin Armstrong ~ Ric Schneider ~ Margaret "Molly" Ferris (94) ~ Robert Dickson (Uralla) ~ Margaret Banks (91) ~ Dawn Smith (95) ~ Pam Barber ~ Jan Patterson ~**

## Emergency Contacts

It is **extremely important** for us to have a current number for your nominated emergency contact. It could be a family member, a neighbour or a friend.

It's helpful if they are local but if they are not, they might have contacts for someone who is close by that can come to assist you if needed.

Obviously we hope to never have to contact anyone for you but sadly it happens fairly regularly for us.

If something were to happen to you we want to be able to call someone as soon as possible, and it's important that you have chosen who that person is.

We have a duty of care that we take seriously and we have to! Many people are relying on us for a wellbeing check and if necessary, to follow-up with a friend or family member.

It may just be that you are not feeling well and it would be good to have someone to drop over to see that you are OK or if need be, to take you to the doctor. We do occasionally have more serious situations we need to respond to as well, but we have had a few occasions when we have found the contacts we have for clients are out of date or no longer relevant.

In one incident last year, we had 4 different people listed as contacts to call for a client, but none of them knew where the spare key was to get into the house. So the police had to call a locksmith to provide access for the paramedics to enter the property where we could see our client had fallen down and was unable to get up without assistance.

This is just one unfortunate incident which illustrates why it is helpful for us to have this information. We store this confidential information securely at the office, similarly if you have provided us with a code to your key lockbox if you have one. We don't print this information at all nor provide it to anyone except in an emergency situation.

To ensure we have everyone's most current emergency contact details, we may send out an update form to our clients/or their advocate to complete and return via the volunteers.

If you do not get an update form, it's because we already know your details are correct.

**Thank you for your help!**

## Price of a Stamp reaches \$1.50

Australia Post has raised the cost of a standard letter postage stamp to \$1.50 from April 3rd. Fortunately Australia Post have committed to leaving the price of a Concession stamp at \$0.60c

### ARE YOU ELIGIBLE for \$0.60c stamps?

With a **free** Australia Post Concession account, you'll pay just 60c per stamp. You can buy up to 50 stamps per year, in booklets of 5 for \$3.

You'll even get a **free** booklet of 5 concession stamps to get you started.

The following Australian Federal Government concession cards are accepted as proof of eligibility for an Australia Post Concession account:

- Pensioner Concession Card
- Health Care Card (all types)
- Commonwealth Seniors Health Card
- DVA Card
- Veterans repatriation Health Card

Pop into the Post Office to apply for a Concession account today!

*\*By the way, this is another valuable service that our volunteers provide for us and YOU. They deliver all our correspondence to our clients as well as bringing yours back to the office. This saves us thousands of dollars in postage every year!*

## 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

In early May 2024 our extraordinary kitchen staff produced an extraordinary 184 hot meals for delivery on one day. This was an all-time high for Armidale/Uralla Meals on Wheels and it is especially noteworthy because of the space constraints our staff face in a kitchen that was designed for a much smaller throughput.

For me, it highlights the crucial role played by our staff in delivering the service we set out to provide to the communities of Armidale and Uralla.

Although our organisation was, and is, formed and run by a group of volunteers, it is our paid staff who “make it happen”. These are the people you speak to on the phone or contact by email. They are the ones we trust to run our operation to the highest standards – be it in food preparation and quality, or the complexity of organising our daily run schedule.

Our volunteer drivers play a key role in delivering meals to you every weekday, but they readily acknowledge the indispensable work and commitment of our staff in making this possible. And they readily admit that “**contact the office**” is the best advice they can give you if you have any questions or comments about our service.

## How Many???

In the month of April 2024 we distributed over 5,000 items from our kitchen.

All items individually labelled for each person to receive their meal, juice, dessert, salad, sandwich, smoothie or soup. For a team of 6 people part-time, this is an impressive effort!

On top of that we continue to keep you up to date with news through the Senior newspaper, Uralla Wordsworth, Armidale Times, and also topped up with fresh tomatoes!

**Thanks, as always, to our volunteers for delivering these items to your door!**