



# Armidale/Uralla Meals on Wheels

## Winter 2024 Newsletter

AUGUST 2024

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### INSIDE THIS ISSUE:

Client Survey  
Feedback

From the  
Manager's Desk...

In Memoriam

Price List

Welfare Checks =  
An Insurance Policy

From the  
President

## Client Survey Feedback

Thank you very much to those clients who were able to take a few minutes to complete our 2024 Client Surveys and send them back to us.

We have had a larger number of respondents this year, with more than 110 surveys returned. This provides us with vital information from YOU about how we are going as your service provider and helps identify any areas we need to work on.

We thought we should share some of the results with you but first a recap. We posed a series of statements for a ranking 1—> 6 (strongly disagree —> strongly agree). Responses of either 5 or 6 were interpreted as being very positive and anything 3 or less was tallied as a negative. We also captured an array of comments about our service, the volunteers and, of course, the food.

**98% felt that when contacting us they are treated with courtesy & respect**

**97% feel recognised as an individual person**

**100% indicated the staff and volunteers are caring and helpful**

**96% felt that the interaction with volunteers connects them to community**

**93% feel they are well informed by AUMOW**

**98% feel confident that AUMOW is well run.**

This is all a wonderful reflection on our organisation, our staff and mostly, our volunteers and the connection they provide to our clients through our deliveries.

**90%** of people felt that suitable adjustments have been made for their dietary requirements and preferences.

**90%** also recognise that receiving meals frees-up more time to do other tasks, possibly more enjoyable or social activities; less shopping and meal preparation.

**88%** of people said they would feel comfortable contacting the office with feedback or a complaint.

Where our scores show more variation is in the very subjective area of FOOD! Everyone has different expectations and are used to food being cooked in a certain way.

**79%** of respondents stated that they enjoy their meals most of the time

**86%** indicated there was enough meal choice

**79%** reported that the meals are cooked to their satisfaction

**Favourite meals:** clearly the roasts and silverside with white sauce - both are miles ahead of everything else, which included fish, pasta meals, cottage pie and stir-fries.

The comments received gave us much to think about. With increased numbers we have perhaps not allowed for extra cooking time for some of our vegies with green beans a clear problem! The staff have had extensive discussions around how we can address the concerns raised and as we move toward a new menu for the warmer months, we are taking into account all your suggestions.



**Kerryn Williams**  
Manager

More  
than just  
a meal

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

Hello everyone,

Well, that winter was wetter than expected! Spring is around the corner and we should expect a delightful and colourful one following the rain we have had in recent months.

On the front page we have provided an indication of the feedback received through our client surveys, issued a few months ago.

I would like to remind everyone to please contact the office if you need any alterations to your meals. Many of the surveys indicated the need for some kind of minor adjustment to meals - something as simple as "I don't like butter beans" but without a name on the survey means that we cannot follow-up this request. You can put a little note on your menu or call the office to let us know. It's very easy for us to swap out a vegetable if you don't like it or cannot eat it.

Similarly for those people who may require their meals to be modified in some way to make it easier to eat. There was mixed feedback about meal adjustments and I am concerned that people do not realise the range of basic modifications we can make to your food to ensure its easy consumption.

An increasing issue that we are encountering are dental concerns which can make biting and chewing difficult or even painful. We have had some success with the addition of some extra sauce or gravy for increased moisture; perhaps dicing the meat or providing softer vegetables - this is not a difficult thing for us to do for you and this is what we are here for!

**No other meal service will customize your meals for you.** Please take full advantage of this. In addition to our welfare checks and follow-ups, this is what sets us apart as a premium meal service compared to the 'drop and run' services who leave a box of generic food at your door.

When a new client joins our service, we conduct a thorough intake process which involves asking questions around food requirements. Sometimes when you contact the office, the staff may also check-in with you about how the meals are going because your needs may change and evolve. It's so important that these little adjustments can be done for you, so that the food we provide for you suits your individual needs.

**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: Margaret Hanlan (Volunteer)**

~ Bob McGregor (91) ~ Jan Gurr (96) ~ Harley Rogers ~ Dick Parsons (91) ~ Bob Halloran (93) ~ Vincent (Vinnie) Blair ~ Michael Blanch ~ Lester Kelly (92) ~ Noel Williams (95) ~ Lorna Maguire ~ Collette Mitchell ~ Barbara Rekunow ~ George Murray ~ Anne Cormie ~ Lynne Becker ~ Hope Marshall (99) ~ Merle Goldsmith (100) ~ Nola Saladine (91) ~ Hazel Purkiss ~

### Price List and Menu options

Although our range of food products is listed on our menu each week, we thought you may like to see what the prices are for all the items available.

Our sandwiches come as a mixture of fillings but we can also make sure you do not get anything you don't like. E.g. I can't eat fresh tomato, so my sandwiches would be noted to have No Tomato.

Even as we head into the warmer months, our soups are very popular as a small meal to have conveniently stashed in the freezer. One soup is listed on the menu each day so if you spot one you like, just tick the box and we'll add it to your delivery. If you don't want croutons, just let us know.

The meal packs include dessert & juice - either apple or orange.

Our desserts are not listed individually on the menu because the main meal is the focus of our service. Desserts range from jelly & custard with fruit to cakes, slices, muffins and other yummy treats, with a different option offered every day across our 3-week menu cycle.

If you have any questions, please call the office and the staff can assist you.

ITEM	PRICE
Hot, Chilled or Frozen Main Meal only	\$8.00
Hot, Chilled, Frozen Main Meal 'Pack'	\$9.50
Salad Main Meal	\$9.00
Mini Meal Only ( <i>Hot, Chilled, Frozen</i> )	\$6.50
Mini Meal 'Pack' ( <i>Hot, Chilled, Frozen</i> )	\$8.00
Salad Mini Meal	\$7.00
Sandwich Only ( <i>4 quarters</i> )	\$5.00
Sandwich Only ( <i>6 quarters</i> )	\$6.00
Sandwich ( <i>4 quarters</i> ) Meal 'Pack'	\$6.50
Sandwich ( <i>6 quarters</i> ) Meal 'Pack'	\$7.50
Soup ( <i>Frozen</i> ) & Croutons	\$2.50
Protein Smoothie	\$3.50
Dessert Only ( <i>Chilled or Frozen</i> )	\$1.50

### Welfare Check = An Insurance Policy!

The client surveys firmly indicated that people appreciate the contact with our volunteers. We also know from general feedback that the welfare check for our clients is highly valued. Not just by clients but by their families and loved ones.

**Why?** Earlier this year we had a chap fall at home after having a pretty rough morning with medical concerns. He does not have an alarm device and was unable to get up by himself so he waited, knowing that Meals on Wheels would be there soon. We were able to call for medical help and fortunately after a period in hospital, he is back home and doing well.

We are aware of another lady who had cancelled her daily MOW service. She fell after having a shower one Tuesday morning and when no-one was able to contact her, she was found on the floor on Wednesday afternoon, extremely unwell. She required a long hospital stay to recover. I was so saddened to hear this knowing that we would have found her on Tuesday if we were still doing her daily deliveries.

**Just In Case!** I'm not trying to create fear or concern. Having arrangements in place IN CASE you have some kind of medical episode, a fall or some other incident where you require assistance, is like having your own personal insurance policy. We insure our cars IN CASE we have an accident. We insure our houses IN CASE there is a fire. We don't talk about how scary these things might be, we just do it because it's practical and sensible.

**It's not Alarming!** There is a wide range of emergency alarms and devices available. Do some research before you dismiss this as an option - make an informed decision based on the facts, **not** what your friends have told you! People are concerned that they will accidentally bump the button and an ambulance will arrive. (*by the way, if this does happen the ambo's are fantastic about it*). Often people who do have a device will leave it on the bench instead of wearing it to bed or in the shower because it's not comfortable. This often means that in the one moment that they need it, they don't have it. Not all these devices have to be worn around the neck, there are also wrist-worn options as well as falls-detection in some Apple devices. Having (and using) such a device is just another kind of insurance!

**Consent to check.** When a new client joins our service, we seek consent to enter their property in case of an emergency situation. We may ask for a code to the key lockbox so we can access a key if needed. We take this very seriously as we are truly concerned for our clients' welfare.

We don't like to intrude into our clients' personal space but if we do not get a response from knocking and calling, we just want to check that they are OK. We hope everyone understands this important part of our service. Please call the office if you have any questions about this.

## **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**



**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**

My thanks to the many Clients who responded to our recent survey. Your answers and comments, good and bad (but mostly good) are very much appreciated and will help us improve our service overall.

While we are delighted by the largely positive survey rankings and comments, we want to focus on the less favourable areas and any suggestions that you may have made for change. Most of these appear to be specific and personal. My concern is that if you are unhappy or dissatisfied with the service offered by Meals on Wheels, you must let us know. We can't fix what we don't know about, and it mustn't be anonymous if a solution is to be found. Kerryn, our Manager, and her staff want to hear from you, so please call them during office hours to discuss any issues with our deliveries and the food being offered. Simple changes are easy; others may take a bit longer!

The Management Committee, which oversees the work of our staff and all AUMOW operations, meets monthly and monitors all our activities. The Committee is made up of volunteer drivers, and I'm sure that you will have met at least some of them over the years. While we rely on our staff to run the day-to-day stuff, we are interested in your opinions, and the survey is an important help in that regard.

## **Registration with MyAgedCare**

In the coming months, Manager Kerryn, will be checking through all our clients files to ensure that everyone is correctly registered as a client of our service.

As the reform of Aged Care progresses, we will be penalized for providing meals to anyone who is not linked to us as a client. As mentioned in other parts of this newsletter, a proper intake process allows us to look into your individual needs so we can work with you to ensure we provide an appropriate food service to support you at home. This also means having an emergency contact on your file, having your consent to check that you are OK, ensuring the billing and payments process has been explained correctly.

All of this administration stuff is important. In most cases it is up-to-date but there are a few people who we need to follow-up with, so Kerryn will be in contact with you soon!