Armidale/Uralla Meals on Wheels

Autumn 2025 Newsletter

APRIL 2025

P O Box 1608
Armidale
T: 6772 8970
E: info@aumow.org.au
W:www.aumow.org.au

INSIDE THIS ISSUE:

It's Survey Time!

Each year we send out a survey for all our clients to gather feedback, suggestions and your input about how we can improve our services.

What are we doing well? What do we need to work on?

Most of you will have received your survey with this newsletter. Your responses will be anonymous unless you put your name on the survey as a request that we call you about your services.

We thank you in advance for your assistance by completing the survey for us and, of course, please call the office if you have any questions about the survey.

Delivery Information

In response to the increasing regulations introduced with the aged care reforms, we are now required to document every delivery as **Complete** or **Incomplete** and retain this as evidence of the delivered service.

This will be based on:

- whether a client was at home for the scheduled delivery;
- if the office was contacted in advance for an alternative arrangement;
- When staff follow-ups are required to ensure a 'missing' client has been located safe and well.

It is really important for you to call the office if you need us to change your regular instructions - **especially if you will not be home.**

If you are going out and plan to leave an esky with ice bricks, please call the office so we can inform our drivers that this was pre-arranged.

We do not want to interfere with your other activities but we do need to know if you will not be home when we are scheduled to make a delivery to you. We can work with you to make alternative arrangements or cancel that service if that's your preference.

Due to strict food safety regulations we cannot leave meals unattended or just sitting on the bench. It's not an option.

We try our best to provide your meal service in a way that works for you. **We can only get our instructions right if you keep us updated.**

This may include changing which entry we use to the home, or if you have been unwell, you may prefer the drivers to call out and enter the house so that you do not need to get up to answer the door.

Our **Volunteers** are required to call the office every time a client is not at home as expected, or there is any difference in the instructions they have been given.

We already embrace our duty of care to check-in on all our clients and there is now an increased expectation for us to report the completion of every delivery or to locate any client who was not at home as expected.

It's all part of the increasing accountability for everyone involved in the aged care sector.

From the Manager's Desk....

Kerryn Williams
Manager

Hello everyone, New England is doing what it does best – Autumn. We are very lucky to enjoy this beautiful display every year in our region.

AUMOW is navigating its way through a period of significant change in the Aged Care sector. We are already in the process of making changes where we can, but we are also waiting for more information and clarification from the Department of Health & Aged Care so we know exactly what we need to do.

We will pass on whatever information we can but only when it is clear, concise and preferably not going to change! This is an evolving process.

There will be some changes to our daily office routines so we can account for 100% of our deliveries to every client, every day. It is important that our clients communicate with us about any changes to their regular services and also for our volunteers to carefully follow the delivery instructions provided.

This is all part of our duty of care which has always been in place. However, in today's society, new rules and regulations are often aimed at those people and organisations operating at the lowest standard to encourage them to improve.

In this context, despite how well we already operate, we now have additional compliance requirements and reporting to do.

Success in Aged Care is a team effort. If our clients give us clear information about what they need, we can set up clear instructions for our meal preparation and delivery instructions. Then it's up to the kitchen staff to correctly prepare the meals and the admin team to organise all the deliveries. Next we rely on our volunteers to read and follow the instructions to get the right food to the right people, every time. **Thank you to everyone for helping us to get it right!**

I'd like to take a moment to make a special mention to one of our volunteers, Mr Henry Raymond. Henry has just retired from two decades of service at the very youthful age of 94!

It's people like Henry who are the backbone of our organization, dedicating time to our service so we can deliver meals to the community. Thank you Henry and to all our volunteers who keep us going through rain, hail or shine.

We are delighted with the new cage located at the Community Centre in Uralla for the delivery equipment to be dropped off. Donations from the Uralla Community Cooperative and the Armidale Rotary A.M club covered the cost. It looks Great!

Kerryn Williams - Manager

More than just a meal

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. Others who participated in the success of our service in the community include: Esme Nelson (96) (Uralla Driver), Alma Garland (95), Loreen Kiehne

~ Noel Bourke ~ Phyllis Mumford (Uralla) (94) ~ Margaret Major (91) ~ Beth Moore (96) ~ Joan Lewis (92) ~ Royd Warden ~ Max Cooper ~ Diana Cox ~ Nora Dell ~

Code of Conduct for Aged Care

As part of the Aged Care reform, a new Code of Conduct has been introduced for all volunteers and staff working in the aged care sector.

None of these concepts are new. However it is now mandatory for all organisations providing aged care services to provide training and guidance to all staff and volunteers to ensure that they understand the importance of the Code of Conduct and the expectations of quality care in our sector.

These points have been integrated into the 2025 volunteer training survey as they underpin why we do things a certain way and ask that our volunteers follow the instructions provided.

Our clients are at the centre of everything we do including the way we prepare each individual meal, the specific instructions for the delivery of the meals, and the processes we have in place to respond to any situation that is outside the normal arrangements.

It's a team effort to get this right. We need good information and communication so we can all look out for each other. We want to ensure our services meet our client's needs whilst keeping our staff and volunteers safe.

A. Act with respect for people's rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions.

B. Act in a way that treats people with dignity and respect and values their diversity.

C. Act with respect for the privacy of people.

D. Provide care, supports and services in a safe and competent manner, with care and skill.

E. Act with integrity, honesty and transparency.

F. Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of care, supports and services.

G. Provide care, supports and services free from:

i. all forms of violence, discrimination, exploitation, neglect and abuse and

ii. sexual misconduct.

H. Take all reasonable steps to prevent and respond to:

i. all forms of violence, discrimination, exploitation, neglect and abuse and

ii. sexual misconduct.

Subsidised Hearing Aids - A Community Service Announcement!

Did you know that pensioners can access subsidized hearing aids?

We've heard a few stories where people have paid thousands of dollars for hearing aids that should have been **free!** PLEASE ask your provider to check your eligibility before you commit to any purchase. They should be doing this for you anyway. If **any** service provider is not looking out for you, find a new one that will look out for **your** best interests.

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

Management Committee:

Simon McMillan - President

Victor Raszewski - Vice President

Maryann Munsie (Uralla) - Vice President

Sandra Stroud - Treasurer

Natasha Little (Uralla) - Secretary

Committee Members: Barbie Connah / David Breusch / Helen Dennis / Wayne Upton

Kerryn Williams - Manager (*ex officio*)

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

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

From the President

Every year we request our clients to give us feedback on our service.

This is your annual opportunity to tell us what you think and rate what we do, but it shouldn't stop you from getting in touch anytime you if have questions, suggestions or even complaints.

In fact, we prefer to hear complaints sooner rather than later, because that's the best way to explain or improve things. Please take the time to complete and return the survey - you can hand it to the delivery driver.

Day to day communication is also important. I can't stress enough just how important it is that you contact the Meals on Wheels office if your circumstances or arrangements need us to make a change – it's best if we know in advance, but even "on the day" notice is better than none. Sometimes your absence can't be helped, but our not knowing about it can cause unnecessary worry for our volunteers and staff.

With the onset of Winter it's a good time to make sure that your home is fire safe. I urge you to take advantage of the fire service's offer of free safety checking for senior citizens.

Stay warm and safe this Winter.

WINTER FIRE SAFETY

Please review all the Fire Safety information which we have been provided by NSW Fire & Rescue to stay fire safe this winter.

Older Person's Mental Health line

The Older Persons Mental Health Line is 1800 011 511. This is NSW Health's FREE 24/7 statewide phone service which links people with NSW Health mental health services.
This might be useful if you (or someone you know) experiences low moods or sadness that doesn't go away, any type of ongoing anxiety, concern or loneliness. This service can also provide help and support if someone is showing signs of behavioural changes.