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TWO DOORS DOWN
A DOCUMENTARY SERIES

September 2013
A publication of NSW Meals on Wheels

More than just a meal

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CEO's Message

I always approach the production of these messages with a mixture of trepidation and anticipation. My trepidation is that I might produce a message which some who read it might see as pompous and lacking in content. The anticipation comes from a desire to communicate what I think may be helpful to people with whom I share an enthusiasm for the work that Meals on Wheels does for our community.

I have been re-reading recently a book by a wonderful thinker and Canadian intellectual, John Ralston Saul. The book is titled “The Unconscious Civilisation” and reflects his view that in the Western world we have allowed that great characteristic of Western thought, reason, to degenerate into an ideology. This struck a chord with me as I had been thinking for some time about our failure, in our shared political lives, to be able to relate the things we know, to what we do. If we have any sense of history we know that certain policy responses have either been tried before by us, or by others, and that they have failed, but because we are under the influence of a new and fashionable ideology, we simply ignore those previous failures and go on to repeat them. Saul says that this is because we have stripped away from our use of reason as a tool, the other important characteristics that help us to understand and learn from what we know. He says those other important characteristics of humanity are common sense, intuition, creativity, ethics and memory.

The reason I was thinking along these lines is that Governments today often appear to be wedded to reason, without any of these other important human characteristics getting a look in. But it seems to me that integrating all of these other human characteristics is what the people who started and who continue to make important community organisations like Meals on Wheels work in the interests of the communities in which they exist, do every day. They are able to use these human skills in a balance to make sensible decisions in situations of uncertainty. These people seem to have mastered, and maintained, a skill set, which is often absent from the political process, and which it badly needs. There are many examples. The current approach by government to the whole question of risk management points to a failure to bring common sense and a sense of history to dealing with risk. The approach being adopted seems to use reason by itself to suggest that the way to deal with risk is to create bureaucratic structures and processes that will entirely eliminate it, without comprehension that to do that is to make the process of innovation impossible. Innovation, by its nature, involves risk because it is trying to do something that has not been done before. The insistence on an evidence base and a focus on eliminating risk creates an environment that not only doesn’t encourage innovation, it positively stifles it. That is not government’s intention. It just happens to be the outcome of an inability to link what we know with what we do as a result of elevating reason to the status of an ideology.

Les

CEO Report

Les McDonald
Evans Head had students from K-12 Evans Head school and also the Evans Head Fire Brigade as well as two volunteers helping out on National Meals on Wheels Day on Wed 28th Aug. They delivered a special meal which was slow braised lamb shanks + fresh whiting fillets and everyone was given patty cakes with the MOW logo and fresh fruit salad with cream. All clients got a real buzz out of the day and have been ringing up and thanking everyone.
A collection of short stories from the past three months…

National Meals on Wheels Day in Morisset

Jodie Harrison our local Mayor came out to do the meal run with us. It was a very exciting day where the mayor volunteers and clients again recognised the worthiness of Meals on Wheels.

We would like to congratulate Sue Daly on the wonderful cake she made. We heard it not only looked great but tasted fantastic ❤️

Meal on Wheels Iluka

Since August 2011, Meals on Wheels Iluka has been well established in our new kitchen at 54 Spenser Street.

As we have room around the outside of the kitchen the management committee decided to set up a community garden. With assistance from Clarence Community Garden, we have been given a grant and some materials to start us on this project.

The community garden is now progressing well thanks to our dedicated volunteer workers. We have space for any community members who would like to have some garden space to call their own. The kitchen has been the main recipient of our produce so far and we are hoping to provide more harvest from the garden in future. ❤️

Changes in Armidale

Armidale Meals on Wheels farewelled John McGrath in August and welcomed a new Coordinator, Jo Heslin. John McGrath worked at Armidale/Uralla Meals on Wheels Inc for nearly 9 years, was a qualified Chef and many years ago owned a renowned restaurant in Uralla called the 'Lizard Lounge'. He also worked for many years in the hospital kitchen prior to starting with MOW. John is a keen artist and looks forward to getting his drawing pencil & canvasses out.

Jo Heslin commenced in August. Jo has owned and managed her own cafe in London, managed an independent living retirement village in NZ which operated a restaurant, adores food and loves living in Armidale.

Jo has recently worked at the New England HACC Development Office and looks forward to working with Armidale/Uralla Meals on Wheels to expand and improve their great service. ❤️
Short Stories

Tony, chef at Kuringai MoW made delicious pies with mash and mushy peas - made from scratch and with love for their father’s day lunch!

Shoalhaven Healthy Ageing

North Shoalhaven Meals Cooperative have services from Berry to Bewong have been busy with the Healthy Ageing expo.

We have been running a promotional campaign this year, organising display stands at the Shoalhaven Healthy Ageing Expo and Stocklands Mall. Our volunteer, Adrienne Blue, has been fantastic setting up these displays so I thought a few photos might inspire others.
National Meals on Wheels Day

The local diamonds at each of the Meals on Wheels (MoW) services across Australia took National centre stage on August 28 as their enormous contribution to their communities was marked on the 60th National Meals on Wheels Day.

This was an occasion where MoW could recognise the work of the organisation’s more than 80,000 volunteers. In the course of a year, they deliver some 14 million meals to more than 60,000 people Australia wide.

Australian Meals on Wheels Association President Ron Welsh, said the day marks the real progress we have made from those humble beginnings in South Melbourne, where a lady on a tricycle delivered a few meals to local residents.

“It is an opportunity to highlight to the Australian people the significant contribution that is made to the community by 680 Meals on Wheels services and some 80,000 volunteers across Australia” he said. Mr Welsh said the theme for this year’s National MoW conference was "Diamonds are Forever", and to celebrate every Meals on Wheels client across Australia will receive a commemorative place mat with their meal delivery. “The services and volunteers across Australia not only provide a nutritious meal to over 60,000 clients each year, but also provide an important community connection through calling at homes each day to provide a cheery welcome, daily contact and monitor the wellbeing of each valued client,” Mr Welsh said. “ While the tradition and values of Meals on Wheels remain true to its origins 60 years ago, a focus on engaging people of all ages from all walks of life is unfolding and bringing renewed energy, ideas and vision to help the organisation continue to provide a vital service. The economic value of the Meals on Wheels service is in excess of $350,000,000 per year. While services receive some government funding, they could not operate without volunteers to keep costs down and make meals affordable for clients.”
Antares Food Services
with ACA Antares Community

- We have successfully served Meals on Wheels and Food Services since 1994 with our food management software. That’s 20 years!

- We are moving with the arrow of time, and adopting our new business model. We will support your service provision operation the same way you support your clients.

- We already provide the highest standard of support of our software in the industry. Over the past two years, on average, our clients support calls have been answered within one minute by a specialist who knows our product from A to Z and back.

- We are aiming to hugely improve the quality of our services by introducing the ACA Antares Community social network.

  Our experience is that coming and keeping together is progress.

  Working together will always bring success. ACA Antares Community will provide you with:

  - Exclusive access for members
  - A Tailored Product
  - All new software
  - Training Options
  - Discussion Groups
  - Help Desk
  - Knowledge Base
  - News

For more information go to: www.acalink.net

ANTARES IS A MULTI-SERVICE PLATFORM. If your organisation uses one or more of the 24 types of community projects Antares supports, then Antares can help you! Contact us on:

WEB | www.acalink.net  PHONE | 02 8011 3400  EMAIL | support@acalink.net  SKYPE | aca.support

FACEBOOK | ACA Antares  TWITTER | @acaantares
National Meals on Wheels Day

Wollongong Meals on Wheels celebrated National Meals on Wheels Day & the 60th Anniversary by sending out cookies which we sourced from our supplier Mastercatering Services and the "Diamonds are forever" placemats from NSW Meals on Wheels Association were distributed to all clients. All volunteers who delivered meals that week were also treated with a placemat & cookie. We arranged to have crowns & tiaras for our Volunteers to wear to add a bit of extra fun to the day.
Manly Meals on Wheels marked the diamond anniversary of National Meals on Wheels Day with an afternoon tea to say thanks to its team of dedicated volunteers. Sixty guests, including Manly Mayor Jean Hay, and Moira Geraghty, a volunteer since 1976, chatted over a glass of bubbly and nibbles in Manly Seniors Centre. During the event, volunteers handed out a small gift to clients in the Manly and North Balgowlah areas. Manly Meals on Wheels, which started on November 1, 1965, now has 165 volunteers and delivers about 35,000 meals a year. To volunteer, or for more information, call food co-ordinator Tom Miles on 9976 1468.

Top left: Judith Harris and Bernie Marley
Mid left: Barry Cross and Michelle Sas
Bottom left: June Kilmister and Arthur Pasfield
Top right: Andrew McEwen, Pam Roberts and Tom Miles
Bottom right: Julie Wheelen, Maureen Cotterell and Anita Leighton Stevens
LENNOX Head’s Jules Allen is using a dash of fame she has recently received to promote "anything to do with food and charities."

Jules was a contestant on this year’s season of the television cooking show, MasterChef.

While other contestants in the show during the years have had dreams of going on to open their own restaurant, Jules is already using her fame to help charities.

Last week she was delivering meals with Ballina Shire Meals on Wheels to mark the 60th National Meals on Wheels Day.

Jules said: "I don't think there is a better way of expressing your care and your love of someone other than with food."

And Ballina Shire Meals on Wheels shows about 80 clients each weekday they are cared for by delivering meals in the area from Wardell to Lennox Head.

There is a different menu every day. When Jules was on the road, clients were given a choice of honey-roasted beef, cottage pie or chicken and asparagus mornay, with prunes and custard for dessert.

Jules, who has been in the pressure cooker of cooking for one of Australia’s most renowned food critics, MasterChef judge Matt Preston, said she thought the menu was terrific.

"And Matt Preston would love this menu,” she said.

Jules, who has been a foster carer for 21 children, said there was something very special about preparing a meal for someone else, even the simplest of dishes.

Campbell Walker, from Ballina, is a client and volunteer with Ballina Shire Meals on Wheels. He said the meals were of “excellent quality”.

If you want to volunteer or know someone who might need Meals on Wheels, phone Meleta Wood on 6686 3626 or email bsmow@bigpond.com.au or see www.ballina mealsonwheels.org.au.
Celebrating 60 years

1963
A meal is served to an elderly couple by a younger gentleman and a lady in Port Adelaide.

October 4, 1983
Ladies work in a Meals on Wheels kitchen in Mount Gambier.

October 12, 1985
Ladies dressed for a special occasion held for Meals on Wheels in Mount Gambier.

October 1965
Three ladies accompany Doris Taylor, the founder of Meals on Wheels in South Australia.

May 22, 1969
Three helpers delivering food on behalf on Meals on Wheels.

Images courtesy of Meals on Wheels services Australia-wide and the State Library of South Australia, B 3496. PRG 12183, OH 45671.

Meals on Wheels Totebag c1953 PORT PHILLIP CITY COLLECTION, Sm2930
As you walk into the Huskisson-Vincentia Meals on Wheels kitchens you are welcomed with the aroma of home-style cooked meals bubbling away on the stove top.

Those meals will then be carefully packed, labelled and distributed around the area to the aged and people with a disability, helping to maintain their independence. Celebrating Meals on Wheels’ 60th birthday today, the humble and friendly Huskisson-Vincentia volunteers were all too happy to have a cuppa and voice the great work this organisation does for the community.

Camille Norford from Vincentia is a volunteer cook who works in the kitchens every fourth Monday of the month and has been doing so for 29 years. Finding it difficult to take praise for her years of service, Camille said she just enjoyed giving back to the community.

“IT IS NOT A BIG DEAL THOUGH, I JUST LIKE WORKING HERE,” she said. “I was working at my daughter’s school tuck shop (next door), doing the same sort of community service one day a week and when she started high school I stopped.”

“It was suggested to me that there was help needed here and that was only a few months after I left the school. I’ve been here ever since.”

“I find everyone’s friendly and well organised here, all I do is come in and start cooking – the cleaning and shopping is all done and all the equipment you need is here,” she said. Camille said once all the cooking was done there was always time for a cup of tea, a chat and a walk in the afternoon.

“I THINK YOU NEED THE SUPPORT AT HOME TOO. MY HUSBAND THINKS IT’S A GREAT THING,” Camille said.

“I DO THE COOKING AT HOME TOO BUT IT’S ONLY IN SMALL QUANTITIES. HERE I USUALLY COOK MEALS LIKE STEAK AND KIDNEY AND MEATLOAF.”

“I LOVE USING THE PRESSURE COOKER, IT MAKES EVERYTHING REALLY FLAVOUSRME AND I COOK SIMILAR THINGS AT HOME TOO.”

Camille said when she first started at Meals on Wheels she wasn’t used to the industrial stove and was convinced after locking up she had left the stove on.

“I HAD TO GET THE KEYS AND RACE BACK, BUT LUCKILY NOTHING HAD HAPPENED,” Camille said. “I make sure I triple check the stove every time I pack up now.”

Brian Truman has been volunteering as a cook at Meals on Wheels for about eight years. He became involved because of his love of giving something back to the community.

“It is fun and it occupies me with something meaningful, rather than sitting around playing with my toes,” he said.
“I think meeting new people is fantastic and everything here usually goes smoothly because everyone does such a great job.”

“My Mum taught me to cook and my favourite meal she taught me was probably the baked dinner.”

“It was a long time ago, but they were very popular family meals back then.”

Before Brian started at Meals on Wheels he owned his own coffee lounge in Sydney. But volunteer work is something Brian doesn’t want to boast about; he does it for the love of it and even volunteers his time playing the piano in local nursing homes. Brian said they try to get as many people involved in the volunteering as possible so everything runs as smoothly as possible on the three designated delivery days. “Meals on Wheels cooks every Monday, Wednesday and Friday, but people can order meals for those off days too,” he said.

“We get as many people involved as possible and we usually roster on to work one day out of every month. “We have a group of reserves who can fill in if someone falls ill so they fill in the gaps which is really helpful and means that the deliveries can continue.”

Huskisson-Vincentia Meals on Wheels serves a main meal, dessert, soup in winter and juice in summer, all made from scratch and with the freshest ingredients.

The cost can be kept at the low fee of $5 because of the dedication of the volunteers who cook from 8am to 11.30am every Monday, Wednesday and Friday.

Joy Gall moved to St Georges Basin from Albion Park two years ago, where she also volunteered at Meals on Wheels. She continued her service at Huskisson-Vincentia branch as soon as she moved. Delivering for the first year with her husband, Joy said she has been cooking ever since.

“I used to deliver the food with my husband, he is still delivering the food but I just cook now,” she said. “I hate not doing anything, this gives me something to do for the community and I still have time to go for a walk in the afternoons and enjoy the days. “It is so quiet here, so this was a great way for me to do something and feel good about it,” she said. Joy shared a few funny experiences, laughing as she explained some of the mistakes she made when she first began volunteering.

“One I gave away a vegetarian dish and I had to make up (another) meal for the order,” she said.

“It was really lucky that there was a lady in the kitchen who had just bought some vegetarian sausages and I could make up that extra meal just in time.” Muddled ingredients cause chaos every now and then. “I was cooking with another lady who was making sweets and had mixed up the sugar with the salt,” she said.

“They were sitting next to each other on the shelf and she had forgotten her glasses that day. “Lucky we taste everything here before we send it out because when we did it was foul,” she laughed. Joy said the food they cook with is from either supermarkets or local providers. “We cook main meals and sweets fresh for every delivery,” Joy said.

“We roughly deliver 40 to 50 meals each Monday, Wednesday and Friday, but the numbers fluctuate and can change from day to day depending on requests for deliveries on off days … it never stays static,” she said.

Before working at Meals on Wheels Joy said she used to work with quadriplegics in Wollongong. “I would help them out in their homes and I did that for about five years,” she said. “So I’m still doing the same sort of work and still helping people I guess,” she said.

In celebration of their diamond jubilee, clients will receive a commemorative placemat from their diamond volunteers.

For more information about Huskisson-Vincentia Meals on Wheels or on how to get involved in volunteer work, contact Peter Duff on 4441 8725 or the cooperative on 4422 5111.

Visit the Meals on Wheels website at www.northshoalhavenmealsco-op.org
Great Lakes August Outings included Forster Golf Club, Paradise Marina, Spoties Tuncurry and to the Centre for a Centre Based Luncheon

Taree Meals on Wheels
Meals on Wheels 'More than just a Meal' and KIA at Work in Wollondilly

Recently one of our volunteers was delivering meals to a client whose husband was in a nursing home in our Shire. The volunteer noticed that the client was upset and proceeded to enquire if she was all right. The client said that she had just received a call regarding her husband from the staff at the nursing home saying that he was not very well and she should come as soon as possible. The client told our volunteer that she had no way of getting to her husband’s bed side to be with him. The volunteer made contact with the MOW office to advise them of this lady’s plight.

Mow staff contacted the client and the “ball started to roll”. Within half an hour the client was picked up in the fabulous KIA Carnival and taken to the nursing home to spend precious time with her husband. If it had not been for this client getting her meal and the very caring volunteer asking her why she was upset, it could have been a very distressing and lonely time for the client and her husband.

Sadly our client’s husband passed away, but I have seen the client several times since and she still has nothing but praise and thankfulness for the support given to her in this special time.

This story definitely proves that Meals on Wheels is not just a food delivery service, but as the slogan says is “MORE THAN JUST A MEAL”.

Special thanks also go to KIA Australia for their support to our service with the use of the KIA Carnival. THANK YOU KIA!❤️

Wendy Evans
Wollondilly Support and Community Care Inc... ❤️
Kids giving back - volunteering with kids?

One of the first lessons we try to teach our children is probably about sharing. We encourage our children from an early age to share their toys in an effort to make them more aware of how their actions impact others. In fact, sharing is an early lesson on how to act as part of a community — kids learn through positive reinforcement that it’s nice to share and think of others.

Teaching children about charity takes that lesson of sharing one step further. Ruth Tofler-Riesel and Carole Schlessinger, founders of Kids Giving Back, believe that teaching children about charity not only gives them an awareness of the needs of others, but helps them to develop an understanding that everything they do, no matter how small, can make a difference to someone else.

There are so many ways that children can be charitable in their own communities and Kids Giving Back provides volunteering opportunities for schools as well as families and community groups. As Ruth and Carole explain, “We link our volunteers with the needs of community organisations, our goal is for the kids and families to really be able to help others.” Last year Kids Giving Back linked school groups with the elderly, visiting with them in aged care homes, sharing tea and scones, playing games together and playing music; three kids and their mum volunteer regularly at the home of an elderly couple who can no longer manage their beautiful garden and both families look forward eagerly to their time together; a dad and his twin sons fixed the ceiling at the Asylum Seekers Centre and a bunch of kids from a youth group painted the centre’s classroom. Bush regeneration is a very popular way for participants to give back in their own community, and it’s great for kids of all ages. Kids Giving Back also runs a hugely popular program Cook for Good, which gets kids and parents cooking up a storm in a community kitchen and then delivering these meals to homeless shelters who eagerly await their delivery of delicious meals.

“When children become involved in volunteering with other communities, the world in effect becomes smaller, as they become engaged with and build links with communities beyond their own,” explains Ruth. Carole agrees. “It’s the hands-on involvement in giving to others that develops a child’s sense of empathy and social responsibility, bringing out their true potential,” she says. “While the kids are the ones who go in to help, they end up learning so much from the communities they become involved with”.

Kids Giving Back’s mission is to instill in children and their family unit the beauty of giving to others, not just of material things but of time through real life experiences. Carole and Ruth both express their belief “that when kids volunteer, we are developing our next generation of leaders and creating a culture of generosity and civic responsibility”.

What’s a good age to start? There really isn’t a “too soon” when it comes to teaching your child about helping others, says Ruth. “Both parents and teachers have the privilege of being able to be positive role models to our children. Our kids are observing our every action from the moment they are born, so from an early age you can ignite your child’s desire to make a difference,” she says. Carole adds “We have families seeking out volunteering opportunities for children as young as 6 years old. Actions speak louder than words. By involving kids in fun volunteering activities from a young age — rather than just talking about giving being a good thing — they grow up with a natural sense of empathy that will inspire them to make a difference to those less fortunate”.

In addition to local volunteering opportunities, Kids Giving Back also offers volunteering with Australian indigenous communities as well as with communities in Thailand.

Please contact Kids Giving Back for more information info@kidsgivingback.org and explore their website www.kidsgivingback.org and Facebook page to see recent volunteering activities. The website is also home to their recently started blog, which offers inspiring reflections on their programs http://kidsgivingback.org/volunteering/blog.

Parts of this article are adapted from an article written by Verity Snaith for She Knows.
Camden Haven
Meals on Wheels turns 30

More than 60 Camden Haven Meals on Wheels (CHMOW) volunteers, staff members and invited guests celebrated the organisation’s 30th birthday with a special luncheon at the Laurieton United Services Club on the 18th June.

We were fortunate that this list included some special guests such as Ron Welsh, President of Australian Meals on Wheels and NSW Meals on Wheels who acknowledged the grass roots beginnings of Meals on Wheels services like Camden Haven.

Another special guest, Mrs Helen Ross, Port Macquarie-Hastings Council’s Senior Citizen of the Year told the audience of the value to her father and his family of him writing down his life story. She encouraged everyone to do the same before the memories and abilities faded!

CHMOW President Kym Stanley spoke from the heart when acknowledging the contributions made over the past 30 years.

“You have all, in no small way, contributed to our high standing in the community. Our volunteers, past and present, are the heart of our organisation. You provide leadership and support to our service and for that I thank you all” Kym said.

All CHMOW volunteers were presented with special certificates and commemorative mugs marking the 30th birthday. Long serving volunteers received an honourable mention and long service badges to mark this milestone.

CHMOW also used this occasion to celebrate our Port Macquarie-Hastings Council 2013 Community Group of the Year award from Australia Day this year. In addition to this, we took the chance to acknowledge two of our volunteers recently nominated for local council Volunteer of the Year awards, and another who received a National Member of Parliament Volunteering Award in December last year.

Plenty to celebrate in the Camden Haven! A fantastic day was had by all.

Pictured below: Cutting of the 30th Birthday Cake by CHMOW Service Manager, Penny Lavender, AMOWA and NSWMOWA President, Ron Welsh, CHMOW President, Kym Stanley and Pat Longworth who was on the very first CHMOW Committee.
Meals on Keels

By Susan Terry

The New Manager of Sutherland Meals on Wheels Inc., Carol Dreyer, familiarises herself with one of the runs in her area. This run is a team effort with volunteers delivering meals to the Ferry at Cronulla which are then taken over to Bundeena where more volunteers collect the box of meals and deliver them to clients’ homes.

Carol who is new to Meals on Wheels comes from a Centre Based Day Care and Accountancy background and is looking forward to the responsibilities and challenges ahead. Carol has been warmly welcomed by the Management Committee and staff of Sutherland Food Services Inc. With Adele Mandile being promoted to Coordinator this formidable team will go from strength to strength.

Thank you to Cronulla Ferries for supporting Meals on Wheels
Adrienne Wilson (Nee McKern) began her work with Griffith Meals on Wheels in 1968 when she returned to Griffith and took up a position as the secretary to the CEO of the Griffith Base Hospital, it was part of her role to co-ordinate the local Meals on Wheels which had begun three years earlier in 1965.

The Committee was formed 3 years earlier after a meeting of concerned citizens regarding the ageing population. Their vision was an assessment and rehabilitation ward at the hospital, Meals on Wheels and a nursing home in town – which later came to fruition.

However, the hospital later changed hands and anything which did not qualify as acute patient care including the catering of Meals on Wheels was moved to Wagga.

Mrs. Wilson then found herself at the helm of an organisation in need of a new premises and business model.

But, she made it work; organising volunteers to distribute meals which the hospital continued to provide. She has witnessed a lot of changes and has immense experience from her work with Meals on Wheels over the years.

After 45 years on the Griffith Meals on Wheels Committee, with 28 years as president, Adrienne has decided to have a well earned break.

Every time Adrienne has ever given a speech regarding Meals on Wheels Adrienne has stated:

There is more to volunteering than giving. As a volunteer you also reap personal benefits and enhance your personal growth. You learn through service, enjoy better health, gain self confidence and discover your strengths and talents. You build a sense of independence, expand your social circle and share yourself with someone in need.

Adrienne is a wonderful role model, and contributes a lot of time and effort to the many committees and organisations she is a part of. Griffith Meals on Wheels Committee will miss her bubbly presence at their meetings and the Co-ordinators will miss her dropping in for a chat.

A big thankyou for a wonderful achievement ❤️
What’s Happening Nationally?

It is time for another update on what has been happening nationally with Australian Meals on Wheels Association (AMOWA).

Several months ago, delegations from AMOWA met with the appropriate Shadow Ministers in the Commonwealth Government to seek some indication that, should there be a change of government at the upcoming election, there would not be any significant changes to the funding and operation of our services.

We received positive support and an undertaking that it was not intended that community services, such as Meals on Wheels, would become “an arm of government” in terms of the level of reporting required to government.

The outcome of the election will be an interesting situation.

AMOWA conducted a very successful National Conference in Canberra from 21 – 23 August 2013. There were some 350 delegates registered and I am sure all found something interesting and informative from the wide range of speakers provided and from the many trade exhibitors that supported the conference.

It’s early days yet but I am able to advise that the 2015 National Conference will be held in Adelaide.

The AMOWA Board held its Annual General Meeting before the conference. At that meeting the following executive positions were filled:

President: Ron Welsh   NSW
Vice Pres: Nelson Mathews   VIC
Secretariat: Sharyn Broer   SA
Treasurer: Don Wikner   QLD

By the time you read this article, National Meals on Wheels Day will have been celebrated (28 August). I trust many services celebrated in their communities with the theme “Diamonds are Forever” in line with the 60th Anniversary of Meals on Wheels in Australia.

Ron Welsh

President – Australian Meals on Wheels Association
President – NSW Meals on Wheels Association
“THE BEST COMES FROM THE WEST”:
GOURMANIA MEALS FOR NSW M.O.W. SERVICES

- Gourmet Chef Foods Pty Ltd, established in 1986 and also trading as Gourmania, has been selling frozen individual meals Nationally since 1997 --- with a particular focus on M.O.W. Services.

- In NSW alone, our sales have grown very substantially over the past few years. Gourmania now successfully serves a great number of M.O.W. Services in ‘every corner’ of NSW.

- All of our longterm and new clients in NSW get their meals delivered into their respective M.O.W. Services at costs ranging from $ 3.50 - $ 3.90 / meal + GST.

- Gourmania continues to build on its long traditions of integrity and reliability bringing to clients only in-house made quality and trusted products. This has enabled Gourmania to remain exceptionally price competitive at all times with savings fully passed on.

- Our head office and two (2) food factories are located in Malaga, Perth. Gourmania supplies weekly to all corners of the country including anywhere within NSW.

- Gourmania’s core business involves Healthcare, M.O.W. Services, Aged Care and Food Service clients.

- For well over 10 years, Gourmania has been and continues to be HACCP accredited.

- An extensive Menu Plan with no less than 28 individual frozen meals are available. All meals on offer are considered suitable for both normal and diabetic diets.

- As salt consumption levels are a very serious health concern, especially with an elderly customer base, Gourmania is the leading supplier of M.O.W. meals at the most reduced sodium levels. Our meals contain on average about 65 % less sodium than comparable meals with conventional salt.

- Gourmania instead uses natural low iodised salt which is enhanced with an acacia plant compound (pea family). This in turn also has a cholesterol lowering effect.

Bon appetit and enjoy a healthy living!

Contact Details
Mr Beat Schlegel or Mr Barry Newton
98 Beringarra Avenue, Malaga, Perth WA 6090
Telephone: (08) 9248 8866 Fax: (08) 9248 5588
Email: beat@gourmania.com.au or barryn@gourmania.com.au
Two Doors Down -
A Documentary Series

by - Kathryn Dowling

Ever wonder who lives Two Doors Down?

The Two Doors Down campaign continues and to date we have launched some wonderful client videos featuring Grace, Ian and Rose, Kevin and now Patricia. We have one left to launch and it is of Marg from Inner City Sydney. Thanks once again to Fairfield, City of Sydney and Rockdale for helping us contact their clients in order to participate in this wonderful series.

We have also continued to increase the engagement on our social media platforms, with fascinating content and a combination of quotes, stories and videos make the platform an interesting place to visit and connect with. We always talk about the iconic brand and what makes us 'more than just a meal'.

Due to popular demand, we have combined the 'Two Doors Down' series onto one video, as played at the National Conference in Canberra. The video showcases six clients - 1 still to be launched in the coming months on our social media platforms.

If you are interested in a copy they are $7.50 (this cost really just covers postage). To order a copy please complete the Two Doors Down Documentary Series DVD order form, under Marketing, in the members section of the site and email kathrynd@nswmealsonwheels.org.au

The Two Doors Down DVD’s are perfect for showcasing to Volunteers and at AGM’s. Order now by emailing Kathryn at kathrynd@nswmealsonwheels.org.au
Grace used to dance the Jitterbug 4 nights a week.

Grace has a Teddy Bear collection that has taken over her couch.

Grace remembers when ladies weren’t allowed to go to the Bowling club.

Ian designed a Sydney Olympic torch. Not the big one, the one they run around with.

Ian’s paintings are inspired by Degas.

Rose had 90 pairs of earrings. She’s since given them away to relatives with younger ears.

Rose still likes parties.

Rose walks for an hour everyday. Rain, hail or shine.
Social Media stories - connecting and engaging with our online community

by – Kathryn Dowling
Men who live by themselves and are over 60 spend 85% of their time alone. All the more reason to hand deliver a hot meal.

Want 5 minutes of fame? We need you!

Meals on Wheels NSW are searching for a limited number of NSW based Facebook fans to help and be in the spotlight for "5 minutes of fame."

For more information and to participate, like our page and private message us. We will send more information to those that contact us in the coming days!

If you lived a few doors down from someone famous, who would you like it to be?

Jane Austen said it figured out: "There is nothing like staying at home for real comfort."

Happy Birthday Queen Lizze the II. Like if you'd love a letter from her majesty.

Back in 1922, our very first meal was delivered by a lady on a tricycle. Fanz that.
Challenger Life Company Limited ABN 44 072 486 938, AFSL 234670 (Challenger Life) issues Challenger annuities for terms up to 50 years, or for life. Before making any investment decision about annuities, consider the current product disclosure statement (available from your financial adviser or our website: www.challenger.com.au) and the appropriateness of the annuity to your circumstances (including the risks). It is assumed that an annuity is held until its maturity date. Challenger Life’s obligation to make payments under an annuity is a contractual obligation and is subject to the terms and conditions of the applicable annuity and the Life Insurance Act (Act). The payment obligations of Challenger Life are limited to the available assets of the Challenger Life Statutory Fund No. 2, except if otherwise provided under the Act. This is not social security or tax advice. Challenger recommends that Centrelink, other government agencies and/or a financial adviser be contacted regarding eligibility for the special benefits described above.

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15581/0713
Parkes Shire Food Service Volunteers enjoy their annual BBQ & Bowls Day

This year we included a special thank you to our Volunteers who retired in the last 15 months

<table>
<thead>
<tr>
<th>Name</th>
<th>Years of Service</th>
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<tbody>
<tr>
<td>Kath Dunn</td>
<td>22</td>
</tr>
<tr>
<td>Lyn Munday</td>
<td>10</td>
</tr>
<tr>
<td>Colleen/Frank Cusack</td>
<td>12</td>
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<td>Ray White</td>
<td>8</td>
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<tr>
<td>Hazel Dunford</td>
<td>22</td>
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<tr>
<td>Margaret Newham</td>
<td>12</td>
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<tr>
<td>Joy Martin</td>
<td>29</td>
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<td>Jack/Maureen White</td>
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<tr>
<td>Dell Cheney</td>
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<tr>
<td>Merle Davidson</td>
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<td>Raye Johnston</td>
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<td>Nerrida Kennedy</td>
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<td>Irene Lipman</td>
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<td>Sr Kath Barker</td>
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<td>Judy Kinsella</td>
<td>25</td>
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<tr>
<td>Barb Collier</td>
<td>6</td>
</tr>
<tr>
<td>Bruce Collier</td>
<td>5</td>
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</tbody>
</table>

Our special BOM member Mary who arranges the Food for our BBQ and many other duties cut the cake this year.

This is a special day in our calendar and at least 80 Volunteers and Staff enjoyed the sun and fun.
The different shop fronts of Meals on Wheels services in Boggabri, Narrabri and Grafton!

By Susie Dunn

I have been working with NSW Meals on Wheels Association for nearly two months now and I feel very lucky to be working with such a professional organisation and staff.

I have had the privilege of meeting some very dedicated and committed Staff, Volunteers, Coordinators/Managers and Committee Members across the New England, Mid North Coast and Northern Rivers areas.

I have visited services in Boggabri, Narrabri, Guyra, Tamworth and Grafton and have also attended workshops or forums at The Entrance, Barraba and Grafton. All services have provided me with a very warm welcome which has been wonderful. I hope to meet more of you over the next few months and to visit the places where you work to provide such a valuable service in your communities.

The difference in the way each service operates is quite amazing and I have been inspired by the creativity and resourcefulness of each service. There is so much potential for growth at the moment and I am excited to be working with NSW Meals on Wheels Association during this time. Meals on Wheels are such an important service to so many millions of people - not just because of the nutritious meal that is provided, but for the care and dedication afforded to each individual.

I look forward to meeting more of you in the coming months.
Dealing with Staff Complaints

1. Acknowledgement
   - Staff can feel:
     - that a complaint is a personal attack
     - afraid of being blamed or punished for a complaint
     - that a complaint is ignored

2. Assessment
   - Complaints can be different:
     - complex or everyday issues
     - serious or minor issues
     - allegations against the service or individual
     - problems with quality, policy, or procedures

3. Response
   - Staff can feel:
     - staff behaving in unreasonable ways
     - complaint-handling policies and procedures being fair
     - support staff with complaints
     - support staff with complaints

4. Follow Up
   - Service providers can improve staff skills and confidence in complaint handling by:
     - providing feedback and coaching opportunities
     - building relationships and support networks
     - developing and implementing strategies for successful complaint resolution and management
Volunteers thanked at Christmas in July
Warrumbungle Shire Council has praised the work done by community volunteers.

by Liz Cutts - Coonabarbran Times, Thursday, 8th August 2013

Council staff took time out to thank locals volunteers for their valued contributions for Community Care services at a celebratory lunch held at the Coonabarabran Bowling Club on Friday 26 July.

More than 100 attended the special Christmas in July lunch that featured entertainer, Adam Price singing festive songs and a special out-of-season visit by Santa.

Warrumbungle Shire mayor, Cr Peter Shinton, expressed the gratitude of the council to all the volunteers who work quietly behind the scenes for community. “On behalf of Warrumbungle Shire I would like to thank all the volunteers who give their time to help with Meals on Wheels, community transport, social and carer support and for the countless hours of caring that you give to community members” stated Cr Peter Shinton.

“ It is estimated in Australia that the value of the work contributed by volunteers to non-profit organisations is in excess of sixteen billion dollars. Closer to home, out of our population of 9588 from the latest census, 6882 people did at least one day of voluntary work in the last twelve months. That is around 72 per cent of our population!

“It is an interesting fact that country people, by nature, volunteer more than city people.”

“It is fabulous idea to recognise our volunteers in this way every year. Most of the funds for this luncheon come from the volunteers donating back their reimbursements. It is rewarding to see the incredible work that our volunteers do and it is even more rewarding to see the gratitude that people display upon receiving help from our volunteers. “

Warrumbungle Community Care thanked local volunteers for their generous contribution at the Christmas in July Lunch.
“During and after the January fires in the Warrumbungles, my eyes were opened by the tremendous response of not only the fire fighters, but by those who volunteered with all the other community groups to help the victims in the recovery phase”.

“As I look around this room today I see faces that are not only volunteers for community services, but also for other great voluntary organisations. This is something that our shire is very proud of”.

Warrumbungle Community Care (WCC) provides services for the frail aged, people with a disability and their carers to assist them to continue living independently in their own homes.

Coonabarabran resident Greg Martin has been a keen volunteer for Warrumbungle Community Care for more than four years.

“I help with community transport and take the elderly shopping locally, through the social support service” explained Mr Martin.

“I became interested in volunteering because there are some great services available for the elderly who cannot get out and about. I had some free time and I decided that this was a good thing to be involved in”.

“I volunteer on a weekly basis and I love it, I can highly recommend it. I believe that you should do it whilst you can. Giving something back to the community in this way gives you a great feeling in return. We should remember that without the contribution of the elderly people in our town, we would not have this wonderful community”.

Former Coonabarabran ambulance officer, Bruce Moroney and his wife, Enid, have been volunteering for community care since Bruce retired eight years ago.

“I drive the community care bus and believe volunteering is a wonderful thing to help the community” commented Mr Moroney.

“Even though you are not getting paid for it, you are giving something back to community”.

“If you are thinking of volunteering, go ahead and give it a go. You meet a lot of nice people, volunteering is very worthwhile and wonderful”.
Hospital staff lend a hand
by Carly Howard

The Gunnedah Meals on Wheels Committee recognised the tireless efforts of hospital staff in preparing the organisation’s meals, at an appreciation morning tea yesterday.

This vulnerable community service delivers to the elderly, and people with a disability who are Gunnedah residents and averages 35 - 40 meals a day, all of which are prepared at the hospital kitchen, as it does not have its own facility.

Gunnedah Meals on Wheels President, Colleen Fuller, said the hospital had stepped up in a time of need.

“When our usual co-ordinator was unable to work earlier this year, hospital staff ensured operations still ran smoothly.” Mrs Fuller said.

“The kitchen staff do a great job. We work well together and local support has just been excellent.”

Appreciation awards were presented by Meals on Wheels business manager, Andrew Cherry, who said they could not operate without hospital support.

“The hospital provided 10,000 meals last financial year alone. It’s a massive effort to make those for us,” he said. We’ll aim to keep them on board for as long as possible.”

The committee is very proud of its Meals on Wheels service and Andrew said it is always looking for new volunteers.

Their annual general meeting will be held in November this year and “everyone is welcome”❤️

GUNNEDAH Hospital kitchen staff Diane Beard, left, Marilyn Cheetham and Jenny Schofield pictured with Meals on Wheels business manager Andrew Cherry and Alan Barker.
Chef Prepared, Freshly Packed Snap Chilled Meals

- Market Fresh Ingredients
- Cooked Fresh to Order
- Snap Chilled, not Frozen, to lock in Nutrients and Authentic Flavours
- Local Seafood including Swordfish, Snapper and Tasmanian Salmon Fillets
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• Reduces food safety risk
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Know Your Rights At Retirement

Media Release From Andrew Constance Mp
Minister For Ageing
Minister For Disability Services

On Tuesday 30 July, Minister for Ageing Andrew Constance launched Your Rights at Retirement - a publication by the Australian Human Rights Commission.

"Planning for this important step in life is so important and the aim of this guide is to make it easier for people to access the information they need to make decisions for the years ahead," Mr Constance said.

Your Rights at Retirement is a one stop-stop-shop reference that will help people navigate services and supports that are part of planning and managing retirement.

It also includes practical information to help protect against scams and dishonest approaches that target seniors.

"For many people it is hard to know where to start and what to plan when it comes to retirement," Age Discrimination Commissioner, Susan Ryan said.

"There are options for income support, health and aged care, seniors cards, financial planning, superannuation, housing and rent assistance, to name a few - and to find out about each different topic, you have to contact a different government department or other service."

One of the key objectives of the NSW Ageing Strategy is to support people to plan ahead for their retirement in their middle years and for people to be knowledgeable about their rights.

"Financial security in older age, particularly after retirement, increases the number of options available to people," Mr Constance said.

The NSW Government launched the NSW Ageing Strategy in July 2012 with the vision of people in NSW experiencing the benefits of living longer.

Copies of Your Rights at Retirement can be downloaded online at www.adhc.nsw.gov.au/ageing

A limited number of hard copies are available. Call the Office for Ageing on 1800 729 368.
The importance of information sharing

By Susan Terry

Letting others know who we are and what we offer clients is vitally important to our services, I recently produced a brochure, using the template provided by our Marketing Manager, Kathryn Dowling, to take with me to Hospital Discharge Staff, Dieticians, Social Workers, GP’s and Specialists such as Geriatricians.

The reason for this was to educate people, who are in regular contact with people from our target group, as to what we have to offer, how Meals on Wheels Services offer a range of meals and are happy to accommodate special dietary requirements, let them know the priceless advantage of meals being delivered to clients in their own home by a friendly volunteer who provides a nutritious meal along with, much needed, social contact and also inform them how referrals can be made.

This information sharing would be a great benefit not only to the growth of your service but also to clients who may otherwise end up paying money they can ill afford to a commercial meal provider or worse “making do” with cheese on toast or a similar meal lacking in the nutrients required to see them living longer, living better in their own home.

Why not make use of the templates provided in the members section of our website, under Marketing, to share information about what your service can offer?

If you have any questions or would like further information, please call NSW Meals on Wheels. Information is also available on our website: www.nswmealsonwheels.org.au.

Our weekly lunch is more than just a meal, we meet our friends, have some fun and the food is pretty good too! 😊

Alice, Client

To be eligible clients need to meet the requirements as stipulated by the Home and Community Care (HACC) Program. Eligibility assessments can be carried out by the local Meals on Wheels service provider who will also be able to recommend other HACC services that may assist you to stay in your own home.

The gift of giving

Strengthening community

I volunteer for the pleasure of doing it, and I meet beautiful people everyday. The other day I met a lady who is 94 and still playing the piano. You get touched by so many people and you get the reward of a smile. 😊

Martin West, Volunteer

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Why not make use of the templates provided in the members section of our website, under Marketing, to share information about what your service can offer?

This Service is supported by funding from the Australian Government under the Commonwealth HACC Program.

New South Wales Level 4, 80 Cooper Street SURRY HILLS NSW 2010

Office Hours Mon-Fri 8.30am - 4.30pm

Phone 02 8219 4200

Email nswmow@nswmealsonwheels.org.au

This Service is supported by funding from the Australian Government under the Commonwealth HACC Program.
Meals on Wheels distribution centre opens

By Helen Gregory

June 6, 2013, 1:44 p.m.

HUNTER aged and residents with a disability who use Meals on Wheels have access to a wider choice of meals and more social interaction since the organisation opened a new distribution centre at Tighes Hill.

The centre has been operating since August last year but was officially opened by NSW Minister for Disability Services Andrew Constance on Thursday.

NSW Meals on Wheels Association Future Food Project Management’s, Tim McGovern, said prior to the centre’s opening, the 10 community service organisations across the Hunter that receive government funding to operate Meals on Wheels in their area would either cook meals in their small kitchens or liaise individually with one of seven food suppliers to buy frozen or chilled meals.

The suppliers would travel as far as Scone to deliver their meals to the community organisations to distribute.

Mr McGovern said now all 10 organisations could order meals from all seven suppliers, who would deliver all meals directly to the Tighes Hill centre.

“The community organisations who now don’t have to heat or make meals in their small kitchens can now use their resources to increase direct support to clients,” Mr McGovern said.

“Volunteers can spend more time with clients, come up with individualised plans to eat in social places.”

“We’re more than just a meal, the volunteers that visit our clients are another form of critical nourishment, checking on our our clients’ wellbeing.”

“Research shows if you’re socially isolated and you’re depressed you get more depressed, if you’re sick you get sicker and if you’re dying you unfortunately die faster.”

The distribution centre will provide about 30,000 meals per month for more than 3000 clients.

Janice Sullivan and Matt Conway at the new Meals on Wheels distribution centre.
Meals on Wheels and Centre Based Day Care, a great combination

By Susan Terry

This week staff from Fairfield Food Services, Manager Radhika Canchipuram and Chef Nahren Nissan made a visit to Wollongong to prepare lunch for the Greek Centre Based Day Care group run by Joanna Christodoulou and Meena Christodoulou.

The Lunch was an introduction of what Fairfield Food Services can offer to the Centre Based Day Care groups of Wollongong on this particular day the group enjoyed a three course meal:

- Starter - Crispy bread served with Homus, cucumber, tomato and onion salsa, Olives and Fetta Cheese
- Main - Baked eggplant and potato in tomato sauce served with steamed rice and green salad
- Dessert - Orange Cake (baked onsite)

Offering a huge variety of meals Fairfield has an excellent production kitchen that can cater to most requests for groups whilst also offering a four week menu with 19 different meals available each week for clients to enjoy at home, just a few examples are:

- Greek Lemon Chicken with marinated potato, carrots and peas,
- Chermoula Fish with saffron rice and mixed vegetables,
- Stuffed Eggplant with Beef, mashed potato, carrots and peas,
- Pork Meatballs with Creamy Mushroom Sauce, Roast Potato and sprouts.

The use of Meals on Wheels Services not only offers clients a greater variety of meals it also assists with Food Safety requirements as all Production Kitchens comply with NSW Food Authority Regulations.

The Authority has developed a short video educating people about how to best minimise the possibility of food poisoning through safe food handling.

http://www.foodauthority.nsw.gov.au

Sydney Metro has a number of Production Kitchens offering a variety of meals, for further details please contact us at the NSW Meals on Wheels Association on (02) 8219 4200.
Because we’re a privately owned company we take great pride in what we produce.

All meals are cooked in our own kitchen, by qualified Chefs. Meals are prepared the old fashion way from scratch, we don’t use packet mixes or pre-prepared foods.

We use real potato not the pretend instant stuff that’s full of chemicals.

We make our sauces and soups from stocks, not from a tin.

We don’t add preservatives or artificial flavours.

Our meals are low in fats and salt.

We use local Riverina fresh grown vegetables and meats.

Our meals are therefore healthy and taste great, ensuring your clients both enjoy eating them and receive the health benefits from eating nutritious food.
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What makes our container so much better than the less expensive ‘eskies’ or meal carriers?

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**Benefits:**

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- Lightweight
- Easy to use
- Durable
- Washable

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Special Meals on Wheels prices.

www.iceepak.com.au
The AMOWA National Conference 2013

Photos by Des Pitfield Photography CVC Studios

First Day

Top Left: Ron Welsh, Top Right: Susan Moylen-Coombes, Bottom Left: Noreen Bohemn and Les MacDonald, Middle Right, Kathryn Dowling, Bottom Right: Viv Read

Photos by Des Pitfield CVC Studios
The lovely ladies from Wentworth MoW Sue Williams, Judy Barlow and Margaret Morrison

Photos by Des Pitfield CVC Studios
The AMOWA National Conference 2013

by Susan Terry

Well to start with what a great Conference, a great feel to it with comments like “it is wonderful to be surrounded by so many likeminded people looking to achieve the same thing with no egos involved”.

A few snippets from the Conference. However, the presentations are available on the AMOWA website:

Corporate Volunteering

A Long Lunch is Good Business

Dr. Jodie Conduit, Senior Lecturer, University of Adelaide Business School

Dr. Conduit talked about the benefits Corporate Volunteering provide to the Company involved, how areas where volunteers used to be found such as retirees and stay at home mums are changing. However people still feel strongly about giving back to the community and so corporate volunteering allows people to fulfill this desire to “give back” in work time so that it fits in with their busy lives.

Companies involved in corporate volunteers are many and varied, such as:

- Australian Navy
- Schools
- Gas Company
- Banks
- Clubs
- Universities
- Fire Brigade

The form of volunteering is just as varied, one day, one week or six weekly roster doing jobs such as working bee makeovers of office or gardens, dance groups offering entertainment, marketing expertise used along with traditional meal delivery.

Benefits to the service:

- Wider Community Awareness
- Fresh eyes on your service (improvements)
- New skills and knowledge to tap into
- Younger generation involved

Benefits to the Company:

- They look good
- Community involvement
- Employee satisfaction (assist with recruitment and retention of staff)
- Social Responsibility (increases share price)
- Customers benefit (happy staff, better service)

MOW Services should be thinking about charging the companies for being a part of Meals on Wheels as volunteer members:

- Covers administration costs
- Only people really interested will go ahead
- Adds a sense of worth to being a volunteer

Should Companies “advertise the fact that they are involved in corporate volunteering?”

Studies show that YES they should advertise this fact that they are involved with corporate volunteering and who with.
Safety – WH&S

Safety Matters

Daniel Brimelow, Jacqui Baker & Associates

Daniel explained how the new Codes of Practice had been created through precedents and all involved just want people to get home safely after a day at work.

A comprehensive description was given regarding the importance of the Legislation with five very descriptive videos highlighting the fact that “Accidents” don’t just happen.

Definitions were given

- PCBC = the Company = Meals on Wheels Services
- OFFICER = Committee Members, Manager/Coordinator
- WORKER = Staff, Volunteer and anyone else involved in the business (subcontractor, outworker, apprentice etc.)

A PCBU’s primary duties were discussed;

- Training of workers in regards to safety
- Maintenance of equipment
- Maintenance of Facilities

45 minutes after a 1 hour WH&S training session people will have forgotten 50% of what was discussed,

So Keep On Training - Never Stop

Have Policies and procedures in place to show that you follow the “intent” of the law.

Do you have a log book in your First Aid Kit, Incident Reports, do you consult with your workforce and act on whatever comes up and then review it?????
Younger people with disabilities as clients

By Godfrey McCormick

Services need to look at younger people with disabilities as a client target group who can help them increase their outputs. Even if you have a DOHA contract for over 65s, you can still service up to 15% of your clients from under 65s.

The following are things to consider however:

• Marketing - How would you market differently to this age group?
• Delivery times - How might these be different?
• Meal size - Would you need larger meals for younger people?
• Other services - What extra services would make meals attractive to this target group?

At the recent National Conference Penny Stokman from ACT Red Cross Meals on Wheels gave an interesting presentation on service delivery for clients under 65. Among the strategies and incentives for younger clients were:

• Social engagement by a regular social group organised by volunteers
• Education and support including nutrition education training and life skills
• Physical activity
• Health and wellbeing, including support on exit from hospital
• Empowering them with cooking skills, nutrition knowledge, meal planning and confidence shopping
• Opportunities to volunteer within the service
• Memoranda of understanding with 5 Disability Support Agencies
• 20% of delivery runs are undertaken by people with a disability
• Freezers are stocked and packed by people with a disability

All of these activities give people with disabilities a sense of involvement and ownership and have a significant impact on their mental health and wellbeing.

If this is a growth area for your service you will need to investigate further into DisabilityCare Australia.

The full presentation is available on the Australian Meals on Wheels web site under the National Conference tab:

www.mealsonwheels.org.au

Tradeshow - Rice King

Photos by Des Pitfield CVC Studios
Tradeshow

Photos by Des Pitfield CVC Studios
The AMOWA National Conference Dinner

Photos by Des Pitfield CVC Studios
Paul McPherson from Simplot gave an excellent presentation at the Conference dinner.

Sheryl from Forbes, Denise from Cowra, Peter from Dubbo and Suellen from Blayney

Penny Stockman from ACT Red Cross MoW as Ms Money Penny

Photos by Des Pitfield CVC Studios
After many interesting and thought provoking sessions the Conference ended with an inspirational talk from Robyn Moore that saw most if not all leaving Canberra with the intention of being the best that they can be and not allowing “CRAP ATTACKS” to stop them!

C- Cynicism
R- Resignation
A- Anger
P- Procrastination

Be extraordinary, you may as well!

The link for the National Meals on Wheels conference 2013 photos and presentations are on the AMOWA website and linked from our NSWMOWA website at www.mealsonwheels.org.au.