



## Autumn 2020

**More  
than just  
a meal**

## Great news, it just got more affordable to get around

The regional seniors travel card provides eligible seniors in regional, rural and remote areas with a \$250 prepaid card to help ease the cost of travel. You can use the travel card at certain retailers across Australia to pay for fuel, taxis and pre-booked NSW Trainlink Regional trains and coaches.

The travel card is valid for 14 months from the date of issue. The expiry date is available on the front of the card.

The regional seniors travel card program is available for a 2-year trial period (2020-2021). Eligible seniors can apply for a card in 2020 and for another card in the second year of the program (2021).

## Eligibility

For the trial, you must be:

receiving the Age Pension (you must have received the Age Pension for at least one month); or

a Commonwealth Seniors Health Card holder (you must have held your card for at least one month); and

living in a designated regional area of NSW outside of Sydney, Newcastle and Wollongong. Wingecarribee is designated.

## How to apply

- Log in, or create your MyServiceNSW Account,
- by visiting a MyServiceNSW centre (closest is at the Mittagong Service Centre Shop 6A 205 Old Hume Highway Mittagong NSW 2575 Open 9:00am to 5:00pm)
- or by calling 13 77 88. You don't need a MyServiceNSW Account or email address if you're applying in person or on the phone

## Survey results are in!

**Towards the end of last year, we conducted client and volunteer surveys with some very interesting and encouraging results.**

Did you know?

- 94% of clients said the choice of food was 'very good' or 'good'. (We're very happy.)
- 100% of our volunteers either 'strongly agree' or 'agree' that volunteering for Meals on Wheels has a positive impact on their community. (We agree.)
- 93% of clients feel 'very good' or 'good' about getting value for their money. (That's our aim.)
- 100% of our volunteers 'strongly agree' or 'agree' they feel appreciated and valued by both clients and staff. (You certainly are appreciated and valued!)
- 100% of our clients surveyed would recommend us to a friend. (Thank you.)



Jacqui in our fabulous production kitchen



## Merry Christmas Hampers

THANK YOU to everyone who donated to our Christmas hamper and gift appeal. You'll be pleased to know we were able to distribute approximately 100 hampers and gifts to clients, which was a tremendous boost for our clients over the Christmas period. Special thanks to the SAS (School Administration and Support) staff at Bowral High School for their amazing generosity in collecting so many items. It's truly wonderful to know our service and clients have so much support from so many different areas of our community.

## Nutrition tips

– taken from Eating Well – A nutrition resource for older people and their carers

When appetite is poor, food that's eaten should be nutrient and protein rich, and calorie-dense. This means there should be as many nutrients as possible "packed into every mouthful" and this includes protein and calories (kilojoules). Enough food needs to be eaten in order to get the nutrients the body needs and to prevent unnecessary muscle loss and weight loss. It's also important to choose foods that will be enjoyed and don't go hungry.

Often people lose weight as they grow older, however, this isn't a desirable part of ageing. It's better for older people to carry a little extra weight as this will help them through illness and times when their appetite is poor. Minimising muscle loss will also help older people to maintain strength, mobility and independence.

## Volunteer "quotes"

*"Hopefully our volunteers and clients appreciate what a wonderful caring hard working community "our meals on Wheels" is, and the staff must surely have been handpicked by God. Thank you all so much."*

*"I enjoy my involvement in MOW and look forward to seeing the clients when delivering food."*

## Clients "quotes"

*"All of you have everything under control, to describe all of you, we have just one word "AWESOME", at all levels, no exceptions. WELL DONE."*

*"It gives my husband a break from the kitchen."*



## Lets' get personal

Like to know a little more about some of the amazing people who make such a positive difference to Meals on Wheels Southern Highlands? Keep reading.

Jacqui Abbott, Head Cook

It's lucky Jacqui Abbott is pretty unflappable in the kitchen. Last year during Pie Time in June, Meals on Wheels Southern Highlands' head chef, and her dedicated team cooked more than 3,000 handmade pies in a single week.

Meals on Wheels Southern Highlands is Pie Time's official charity partner. A Southern Highlands Tourism initiative, each year the month-long festival attracts hundreds of thousands of visitors, who come to sample the delights of our cooks, bakers and chefs. Local families, schools, businesses and community groups are also encouraged to get involved and order pies through Meals on Wheels annual Great Pie Drive for Pie Time fundraiser. All money raised goes back into Meals on Wheels community food production and home delivery services, says Jacqui, 34.

'Last year we offered savoury pies such as chicken and leak, Aussie meat pie, braised beef, steak and kidney and vegetarian.

'We also did sweet pies including a cherry pie, an apricot pie, an apple pie and a forest fruit pie. You can imagine making 3,000 pies in one week plus cooking all our regular weekly menus kept us pretty busy.'

Jacqui, who grew up in Hill Top and lives there with her husband and their two children, has

worked with Meals on Wheels for eight years. A former childcare worker, she began work in the Moss Vale headquarters when her first child was still a baby.

'From a young age I've always enjoyed cooking but this was my first proper cooking role,' she says.

'I was returning to the workforce but I didn't want to go back to preschool teaching because I didn't want to leave my daughter fulltime. My husband saw this job advertised and I went for it. I love the work and am still so thankful for the opportunity to work here.'

Jacqui works at Meals on Wheels three days a week, and has been head cook for a year. She has a dedicated assistant and a team of up to 60 volunteers, who work in the state-of-the-art kitchen by her side. Three days a week, the team's nutritious, made with love dinners are delivered to up to 120 elderly and disabled clients across the Highlands. Jacqui and her team also produce salads, sandwiches and desserts which are ordered by the clientele and home delivered.

One of her most enjoyable jobs is writing the 6 monthly summer and winter menus. The current summer menu has been a something of a hit, she says.

'Some of the favourites on this menu are the sweet and sour pork, the steak Dianne and the lasagne which is always a crowd pleaser.

'We always trial our menus to get feedback from our clients which we love. The most important thing to me is to know what we are cooking is what our clients enjoy eating.'

## Interested in becoming a Volunteer?

Contact Debbie on Tel: 4869 4032

Every meal that comes out of the Meals on Wheels kitchen is made in our kitchen and Jacqui uses local suppliers, Robertson Village Butchery and Highlands Fresh.

'We try extremely hard not to use anything ever from a bottle so even all our all sauces are made from scratch,' says Jacqui.

All dietary requirements and food preferences are catered for too, says Jacqui.

'Thanks to our production kitchen, we are able to tailor meals. If somebody doesn't like peas, we replace them with another vegetable, and our clients don't even have to follow the menus. They can choose their own menu as we have 28 meal choices available at any one time. It can be a challenge trying to get everything right for everyone but we feel very lucky we are able to cook that way for our clients.'



Margaret Mogg, Secretary & Board member

Margaret Mogg is one long-time volunteer of the Meals on Wheels family who has her eyes firmly on the future.

The former nurse, and serving secretary and board member, has been involved with Meals on Wheels for more than 30 years in the Southern Highlands. She is now helping fund raising efforts for a Meals on Wheels delivery van to increase efficiency and outreach.

A retired nurse, Margaret joined the former Bowral Meals on Wheels operation in the 1980s before the co-operative amalgamated to its present Moss Vale location in Queen Street.

'I originally came to the Highlands to take up a position at the rehabilitation ward which had just opened at Bowral Hospital,' recalls Margaret.

'I started off at the Bowral branch of Meals on Wheels but they didn't have enough people

working with the Moss Vale Meals on Wheels so I was happy to come across here as I'd just moved to Moss Vale.'

Meals on Wheels recently started offering Community Catering, and Margaret says it has proved a valuable source of added fundraising.

'We are a not-for-profit co-operative and receive very little funding from the government so our kitchen has to most definitely stand on its own two feet, and is run as a business,' says Margaret.

'All proceeds raised by our community catering goes back into providing more meals to our community, and our goal at present is to raise enough money to fund a delivery van.'

Meals on Wheels Community Catering caters for sit down lunches with hot three course meals as well as lunch, morning and/or afternoon tea. Packages are priced per person and start from as little as \$4 a head. The catering can also be tailored to individual requirements. Under the steam of manager Debbie Smith, Meals on Wheels Community Catering also runs the Southern Highlands Livestock Exchange canteen every Wednesday and has recently catered for the New Berrima Dog Trials and even provided all the meals for a yacht competing in the Sydney to Hobart race.

Margaret Mogg says as Meals on Wheels continues to grow, its founding philosophy of providing nutritious food, which is delivered by a friendly face, underpins everything.

'There is absolutely no doubt that Meals on Wheels is more than just a meal,' says Margaret. 'It supports the more vulnerable in our community and helps those people live independently in their own homes.'

To find out more about MOW Community Catering for your next function contact 4869 4032 or [debbie@mealssouthernhighlands.org.au](mailto:debbie@mealssouthernhighlands.org.au)



The Southern Highlands region has been impacted by the terrible bush fires that started late last year and continued well into the beginning of 2020. At the height of the fires, villages were devastated, homes and property lost. The region has now recovered and looks forward to inviting lovers of the Southern Highlands to visit and support us. Especially the many businesses that employ so many locals. Come visit with us, stay with us, spend with us, and invite friends and family to join you.

Purchase a "Share the Love" gift voucher, all from local businesses.

- Use it yourself
- Gift it to a friend
- Pay it forward to a local volunteer in the Rural Fire Service (RFS) or the State Emergency Service (SES). The business you purchase the voucher from will make sure it goes to a local volunteer from service organisation you nominate.

## *3 simple ways to support our region...*



## **100% of the money goes straight to them**

You'll be buying direct from Southern Highlands businesses. Anything bought on will go directly to that local business.

**More details can be found to contacting Tourism Southern Highlands on Destination Southern Highlands [tourism@wsc.nsw.gov.au](mailto:tourism@wsc.nsw.gov.au) 4871 2888 or visiting <https://www.visitsouthernhighlands.com.au/share-the-love/>**



## Message from the Manager



Summing up our summer is a challenging task. It wasn't the relaxing care free summer we're used to. With heat, fires and even floods affecting us all – it's been challenging time. The response and support of our community has been heart-warming and encouraging. We were able to support a number of our clients affected by fires by altering deliveries, assisting with emergency plans and even evacuating a few of them and their animals.

A big thankyou to our local RFS, those from further afield and all the emergency service workers, especially those volunteers who gave their time and efforts assisting in so many ways. We can't begin to express how much we appreciate you all. We hope the remainder of 2020 is a lot calmer and easier for everyone.

For anyone interested or in need

The Australian Government is investing \$76 million in a dedicated mental health support package for individuals, families and communities, including emergency services personnel, affected by the bushfires.

### Accessing support

- If you live in or have visited a bushfire-affected region, you can access up to 10 immediate, free counselling sessions through mental health services commissioned by local Primary Health Networks (PHNs).
- If you have been affected by the bushfires, you are eligible to receive Medicare rebates for up to 10 psychological therapy sessions through eligible GPs, psychologists, occupational therapists and social workers. These sessions can be accessed face to face or via telehealth. You do not need a GP referral, diagnosed mental illness or mental health treatment plan to access these sessions.
- To help find the care that best meets your needs, please speak to your local PHN. PHNs in fire-affected areas have received funding for bushfire coordinators to assist you to find services in your area. (02) 4632 3000



We're looking forward to the year ahead with a number of regular items on our calendar and a few new ones. Renelle and I had the privilege of attending the National Meals on Wheels Conference in Tasmania in February where we heard from Government Departments about the future of aged care and funding. It was also a great time of networking, sharing ideas and problem solving.

We're also about to start preparing for the Moss Vale Show and be involved with providing the canteen with food for the weekend. It's a great privilege to be part of this wonderful community event. If you're interested in volunteering over this weekend, 20 to 22 March, please get in touch with me.

We're always looking for more opportunities to share about our great service with as many people as possible. It's amazing to us how surprised people are with the quality of our food, and the flexibility and options with our service. If you know anyone who may be interested in our service please encourage them to call. Or if they give you permission to give us their contact details we can follow up with them. We're also looking for opportunities to share with groups. We can give an interesting and educational talk complete with a taste test as the 'icing on the cake' so to speak. Please feel free to book us in to share with any groups you're involved with.

Not so long ago I attended the Wingecarribee Seniors Festival Travel and Lifestyle Expo at the Mittagong RSL. What a great event and so wonderful to be part of such an active and vibrant community. The senior's directory is invaluable and has all the information for the relevant groups, organisations and activities that will be happening in March. I encourage you to get a copy and see what's around. We'll distribute them as soon as we receive them.

The positive effects of being involved and interacting to create greater wellbeing, strong mental health and reducing the risks of dementia are well documented. Get involved today. If you're stuck on how or what to get involved with, talk with our volunteers or call us at the office. There's a place for everyone to be part of something special and rewarding.

Kind Regard's



Debbie Smith





## What's On in the Highlands

### Retford Park Open Garden

James Fairfax AC has always believed that Retford Park should be preserved for the enjoyment and benefit of future generations, particularly those of the local district. As you venture up the driveway the grand Victorian Italianate homestead appears from a towering arboretum of a magnificent collection of evergreen and deciduous trees, some very rare and unique. The gardens are open to the public on the first weekend of each month. Light refreshments are available but you are more than welcome to bring a picnic as there are many idyllic spots to claim for a lazy lunchtime.

#### Cost:

- Adults – \$15
- Concession – \$10
- Family – \$35
- National Trust members – FREE

### Brigadoon 2020 marks the 43rd anniversary of the highland gathering in Bundanoon.

#### 4th April

Brigadoon 2020 marks the 43rd anniversary of the highland gathering in Bundanoon.

Out of the highlands mist emerges Brigadoon, the Bundanoon Highland Gathering,

With 20 Pipe Bands, Highland games, the Tartan Warriors, dancers, stalls and clan representatives,

this is the largest event of its kind in Australia.

Entry Prices: Adults \$20, Child (5-17 yrs) \$10, Pension Card Concession Holders \$18, Family (2A,2C) \$50.

Early bird Tickets \$16 on sale from November.

### 2020 BOWRAL SCULPTURE PRIZE

#### Sponsored by Dr Tony Emmett

#### Share

Bowral Art Gallery - Inc under BDAS Bowral & District Art Society Inc., Short Street, Bowral NSW, Australia

**Event Date: 29 Feb - 8 Mar 2020, 10:00 am - 4:00 pm**

### Burrawang Easter Markets

Hoddle Street, Burrawang

**Event Date: 11 Apr 2020, 8:00 am - 3:00 pm**

The famous Burrawang Easter Markets are on again this Easter Saturday, in the charming Southern Highlands village of Burrawang. Each year at Easter the streets of Burrawang are transformed with over 160 stalls featuring local wares, produce, arts & crafts and more.

There are also rides for the kids in the grounds of Burrawang Public School and plenty to see and do. The Markets are on between 8am – 3pm with local traffic changes in place. All entry to the markets is via the Church Street turnoff from the Illawarra Highway.

## What's On in the Highlands

### Table of Ten

Mittagong RSL, Bessemer Street, Mittagong NSW, Australia

**Event Date: 6 Mar 2020, 3:00 am**

The inaugural Table of Ten dinner promises to be an exciting and entertaining night, with Australian cricket greats Ian Chappell, Doug Walters, Lauren Cheatle and Keith Stackpole, for one night only! They will share their insights and stories, along with a Q&A on the night. A three course dinner and drinks package plus entertainment and exciting auction items included.

This year's function will raise funds for local junior cricket programs, in particular to establish a junior female cricket competition, improve facilities and support our RFS Southern Highlands.

We will have a live and silent auction which includes:

- An Olympic flag presented after the Sydney 2000 games, containing 18 personal autographs from Australian gold medalists
- A Virat Kohli personally autographed framed bat
- An All Stars autographed framed BCC shirt
- High quality Char Griller BBQ and Smoker
- Lunch for 10 people at Centennial Vineyards
- A Southern Highlands Brewing craft beer/keg experience

Support our local cricketers and RFS volunteers. Book your table or seat today by contacting the HDCA Secretary Tahlia Wellington mbl 0421 524 654 or book online;

TryBooking: <https://www.trybooking.com/book/event?eid=596250&>

### Robertson Show

Robertson Showground, Caalong St, Robertson

**Event Date: 13 Mar - 14 Mar 2020, 9:00 am**

137th Annual Robertson Show will take place on Friday 13th and Saturday 14th March 2020 in the picturesque town of Robertson located in the NSW Southern Highlands.

This annual agricultural show is renowned for its old school country charm with plenty of entertainment, competitions and events for all the family to get involved in.

Come along and enjoy the fun of the fair.

Robertson Show, home of the famous Potato Race.

For a full program of events, please visit our website

### THANK YOU RFS – FUNDRAISING EXHIBITION and ART SALE

Bowral Art Gallery - Inc under BDAS Bowral & District Art Society Inc., Short Street, Bowral NSW, Australia

**Event Date: 11 Apr - 14 Apr 2020, 10:00 am - 4:00 pm**

The BDAS will be holding a special exhibition and art sale as a fundraiser for the RFS. It is also a chance to say 'Thank You'.

100% of all sales will go directly to the Southern Highlands Rural Fire Service.

We are asking for donations of artwork and that they be delivered to the Bowral Art Gallery on Wednesday 8 April between 10:00am & 1pm.

All media will be welcome: including 3D, photography, non-original printed works etc.

Opening: Saturday 11th April at 2pm.