Meals on Wheels
Southern Highlands

Newsletter

Autumn 2023

The times they are a changing…

There have been so many changes in recent years, it's been difficult for everyone to keep up with them and adapt. Sometimes it might just feel too hard.
At least we are all in the same boat, so other people may have a better chance of understanding the issues and potential struggles we may have. The main thing is to accept things we cannot change, move forward in manageable bite size pieces, ask for help when you need it, and find ways to be resilient and ultimately thrive. We'd like to give everyone a big pat on the back for how they've managed and come through these changing times.
We'd also like to celebrate the positive changes. Like welcoming our new chef Ben, our Board for coming up with new ways for our volunteers to make a difference, our exciting new menu options for winter and more!
We just want you to know, despite changing times one thing won't change and that's our support for you and our wider community. We are always here to help you and are only a phone call away.

You can bank on change

And here's another change, but ultimately a good one! As you probably know by now, the local BDCU bank, which Wingecarribee Food Services Co-op are members of, has a new franchise agreement with Bendigo Bank. This means our bank account details have changed.

So, from now on, when you receive our invoices, whether on paper in the mail or electronically via email, the name of the bank and consequently the bank account numbers will have changed.

If you pay by electronic funds transfer via internet banking, you need to change your contacts to reflect the new account numbers and BSB numbers. If you have a BDCU credit card number lodged with us and we process payments on your behalf, please call us and update your new card details.

There is a three-month forwarding period in place so if you haven't already made these changes, please do so at your earliest convenience. If you have any queries or questions please give us a call at the office and we can talk you through it. Or the lovely people at the new Community Bank, BDCU Bendigo, will also be able to assist. We thank you for your understanding in this matter, as it is something out of our control, but we look forward to the new banking products and services available and the support team online 7 days a week and the over 500 branches nationwide. All the power of a bigger bank, but the heart and service of a locally owned bank impacting our community.

Interested in becoming a Volunteer?

Contact Debbie on Tel: 4869 4032

A Queen St Centre, Moss Vale NSW 2577 **P** PO Box 73 Moss Vale NSW 2577
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I really appreciate your tasty meals you deliver me - always with a friendly smile and a chat. Thank you to the kitchen staff/chef and all volunteers. I'm so happy with the service.

Time to make sure all your details are up to date

In the last couple of newsletters, we've been referring to the impending Aged Care reforms (yes more change and still waiting!). At this stage, some of the details are still being finalised. When we know something concrete we'll let you know as soon as we do. What we do know, however, is that once the changes are made it's really important all your My Aged Care details are current and up to date, and you have referral codes for all your services, including Meals on Wheels. This will help the process go more smoothly at your end when the changes are eventually implemented.

To get the ball rolling at our end, we're going to go through our records and have a data clean up. We'll contact you over the next few months to confirm we have all your details correctly. If there's anything missing or if we need Meals on Wheels referral codes from My Aged Care, we encourage you to call My Aged Care on 1800 200 422 or visit myagedcare.gov.au as soon as possible. If you have any questions or concerns about this, please give us a call.

Board News

I'm really happy to share that we continue to embrace Board training in regards to the Aged Care standards. Under David's leadership we've established a compliance committee and are working through all the different compliance elements we need to be across in order to provide the best service possible in our area as a meal's provider.

Annabel, who recently joined our Board, has also hit the ground running reinvigorating our promotions committee. We're always looking for volunteers who are interested in assisting with events. Now we're also interested in looking for volunteers who'd like to speak about their experience with Meals on Wheels and spread the great news about our wonderful service and how we can assist anyone across our Shire.

If you're interested in joining our volunteer promotions team we'd love to hear from you. If you know any people or organisations who may wish to spread the good news about Meals on Wheels and how we can help people stay living independently in their own home with nutritious meals, either you or they can call Debbie direct on 4869 4032. Groups like Rotary, and Probus are a good start. Or even retirement villages, knitting groups, craft groups, men's sheds or any of those avenues, are all great places to reach people who may be interested in joining our volunteer promotions team.

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Double delivery before Easter

We'll be closed for the public holidays over Easter, so our volunteers won't be delivering on Good Friday 7 April and Easter Monday 10 April. This being the case we'll do a double delivery the week before, on Friday 31 April and Monday 3 April. If you'd like to alter your menu plan for that time, please let us know.

I'm excited to say our new winter menu will begin on 17 April just after the Easter period and we have some delicious hearty meals available for you. Of course, we have our regular favourites on the menu like Yorkshire pudding and roast beef, and our Guinness casserole, which incidentally is a stout based, rich deep flavoured casserole cooked overnight with vegetables. Real winter comfort food. We're also introducing a couple of new meals including the Mexican Bean Tortilla Bake, which is a Mexican inspired dish with sour cream and chees. A delightful flavour sensation. We look forward to having our fabulous new winter menu ready for you after Easter.

A big welcome to Ben – our new chef!

It's with great pleasure I announce a new chef has now joined us – please welcome Ben. He's doing a fantastic job of cooking up delicious and nutritious meals, and tailoring those meals to individual needs and requirements. Ben is a local guy, has an extensive background in hospitality and brings great skills and ideas to our team. With Liz assisting him and our great volunteers doing a fantastic job at keeping the meals coming to you and increasing the variety and quality of those meals – it's a bit of a dream team. They have a sense of real purpose and joy at knowing that all their hard work is benefiting people who really need, enjoy and appreciate it.

If you'd like see how you can be an important part of this pretty special team, we have a couple of opportunities in our kitchen for volunteers to help with washing up and stockroom duties, with vacancies on Wednesday and Friday roughly from 8am till 2pm. If you're interested, please give the office a call.

Winter 2023 Client Name _____ Meal on Wheels Southern Highlands 4869 4032

All meals are served with potato, rice or pasta and a selection of vegetables

MEALS	WEEK 1	√/X	WEEK 2	√/X	WEEK 3	√/X	WEEK 4	√/X
Monday	Beef Stroganoff		Chicken Sausages		Steak & Kidney Pie		Satay Chicken	
Tuesday	Chicken & Leek Casserole		Guinness Casserole		Swedish Meatballs		Silverside with White Sauce	
Wednesday	Salmon & Asparagus Frittata		Cottage Pie		Apricot Chicken		Creamy Fish Pie	
Thursday	Toad in The Hole		Spinach & Ricotta Lasagne		Creamy Tuna Pasta		Savoury Mince	
Friday	Chicken Cacciatore		Curried Sausages		Mild Lamb Curry		Mexican Tortilla Bake	
Saturday	Mild Vegetable Curry		Fish in White Wine Sauce		Pumpkin Risotto		Pork & Apple Casserole	
Sunday	Roast Pork		Roast Beef & Yorkshire Pudding		Sausage Casserole		Roast Chicken	
DESSERTS	**Week 1**	√/X	**Week 2**	√/X	**Week 3**	√/X	**Week 4**	√/X
Monday	Butterscotch Pudding		Coconut Sago		Creamy Sago		Bread & Butter Pudding	
Tuesday	Nutella Bread & Butter Pudding		Lemon Brioche Pudding		Fruit Loaf Bread & Butter Pudding		Chocolate Rice Pudding	
Wednesday	Apple & Strawberry Crumble		Apple Crumble		Honey Creamed Rice		Apricot Brown Betty	
Thursday	Carrot Cake & Custard		Sticky Date Pudding		Lemon Self Saucing Pudding		Ginger Cake	
Friday	Apple & Custard		Apricots & Custard		Fruit Salad & Custard		Apple & Rhubarb Crumble	
Saturday	Chocolate Pudding		Banana Choc Chip Cake & Custard		Peach Cobbler		Caramelised Pears	
Sunday	Pears & Custard		Two Fruits & Custard		Prunes & Custard		Peaches & Custard	

Salads (examples) egg & cheese, ham, tuna, chicken, corned beef, roast beef, ham & pineapple, salmon
Sandwiches (examples) salad and – ham, egg & cheese, chicken, corned beef, tuna, roast beef, salmon – wholemeal bread
Soups: (examples) Chicken noodle, tomato, beef & vegetable, cream of cauliflower, cream of broccoli, pumpkin and many more

Please indicate meals that you like with a tick and meals you would prefer not to receive with a cross
All meals are available frozen at any time and chilled on a rotating 4-week cycle

Monday delivery | Wednesday Delivery | Friday Delivery | for chilled meals, all meals and desserts available frozen anytime

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Volunteer High Tea hit the spot!

Here's one for the diary… This year Volunteer Week is being celebrated from 15 to 21 May. This is a very special week for Meals on Wheels. It's when we thank and celebrate our wonderful volunteers for all the fabulous work they do. We certainly couldn't do what we do without them.

Whether you're a Meals on Wheels recipient, a family member of a recipient, or a member of the community, there are a number of different ways you can thank our volunteers. You may wish to recommend a volunteer for what they've done, share any stories or notes of thanks you'd like us to share with them, or you can donate, gifts, time or handmade items. We'd also love to hear any suggestions you have about how we can make that week special for our volunteer event, where we gather the volunteers to thank them for all they do for us. Or any other great idea you may have to help celebrate our volunteers. You can either email Debbie at debbie@mealssouthernhighlands.com.au or give her a ring on 4869 4032. She'd love to hear from you.

NATIONAL VOLUNTEER WEEK
15-21 MAY 2023
THE CHANGE MAKERS

What on earth is a Robot Coupe?

In other very exciting news, we were successful in the community assistance grants with our local Wingecarribee council and have received $7,000 of funding to go towards a Robot Coupe. "What on earth is Robot Coupe?!" I hear your ask. Good question! It's a large catering size food processor, which will really help our kitchen staff and volunteers, particularly in vegetable preparation. It's a slicing, dicing wonder machine that will really get a big workout in our kitchen and be like an extra pair of helping hands. A big thank you to our local council for this amazing piece of machinery, we really appreciate the funding. Some of the funds will also go towards an additional fridge and freezer to help with our ever-growing service. We have some challenges around storage, particularly for our tailored special dietary meals. In fact, as well as our office and kitchen, we've taken on the lease of suite number four next door to us in the building. This extra space provides additional storage, particularly for our packaging containers. At times it will also be where we do additional tasks like wrapping birthday pressies for our clients and volunteers. A big 'wrap' goes to Patricia and Jock and Sue for their assistance in these beautiful and very essential wrapping tasks.

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We'd like to introduce you to friends of ours who we work together with, A Community Circle. Some of our clients find them very helpful in reconnecting them with the community and finding ways to do things that are important and meaningful to them. You may find them helpful as well. It may even change your life, in a positive way…

A Community Circle brings people together to help someone to live a more connected life, Community Circles support people to do what matters to them. They are about finding out what is important to the person, and thinking together about how to turn that purpose into meaningful action. It is also a way to help people self direct their lives through supporting their decision making, ensuring choice and control. The person and their circle gets to know what makes the person happy, what's getting in the way of living well, explore their current connections in their communities and help create new ones. People often offer to help out others in need but don't know where to start. A Community Circle provides the opportunity to find out how they can assist. These people could be friends, family, neighbours, professionals or other people they know. The Community Circle then helps to support the person, share tasks, and keeps everyone in the loop about what's working and what's not. Members meet every few weeks with the person being supported by a Circle facilitator.

On offer is also a Community Circles App, which is an easy way to help support the collaboration. The App helps keep everyone focused on the person, reminding people what's important to them and how to best support them. It also keeps tasks and activities on track, with an easy view calendar, for everyone helping out: paid and unpaid support. The reminders help people remain accountable for turning up, for doing what they agreed to do and provides peace of mind with an easy daily "I'm OK" check-in function.

If it sounds simple, that's because it is. Circles are completely flexible, they are co-produced with the person, so they decide who's in the circle and its purpose. People can explore all sorts of things together; from spending more time with friends, family and neighbours, exploring their interests, reconnecting with the community, or even seeking ideas for getting a job or volunteering to start contributing back to their community.

Community Circles can increase a sense of belonging and inclusion and fill in some of the gaps in that important space between paid service delivery if people are receiving government funding. They help use all the resources available to a person to improve their quality of life. Circle facilitators are trained to work with people to discover what really matters to them, and to understand and focus on the purpose of the Circle. Circles are for anyone who has a need- providing more connection and a sense of belonging to their community to help improve their safety and wellbeing - Older people, people with disability, mental health challenges or carers to provide more support in their critical function. Facilitators may be paid or unpaid, depending on the community and role. People who'd like the opportunity to have a circle, be part of a circle or learn to facilitate a circle through a '2 hour club' -contributing their assets and people skills to assist someone for 2 hours a month are welcome, and they and receive training and become part of the Community Circles movement
Our local Community Circles Wingecarribee contact details are
Phone: 0425 303 386
Email :rose.shaw@communitycirclesaustralia.com.au
https://www.facebook.com/people/Community-Circles-Wingecarribee/100088579492219/

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Message from the Manager

As I'm writing the manager's message, I realise how often I start by commenting on the weather or the change in seasons. Today actually feels warmer than a lot of our summer days and its autumn. When you read this message, who knows what the weather will be like. So, I won't make any specific comments on the weather, except to say – it's changeable! When I reflect, I think that's how I am feeling at present. There have just been so many changes. I feel as life goes on, changes occur continuously throughout our lives and with it we have the opportunity to experience growth. We can either embrace the change and look for the positive, or we can resist and fight against it.

Most changes are out of our control and are inevitable. So, embracing and finding the positives, and looking for ways to adapt is important for our mental, physical and spiritual wellbeing. Some changes are exciting. Like having a new chef on board and new people on the Board with fabulous new ideas. This is positive change as we grow our team and create new beginnings. We're also seeing the changes around reforms and the uncertainty of that process. As long as you know, whatever the changes, we are always committed to serving our clients in the best way we can. That is at least one constant you can rely on.

Which leads me to change fatigue, something I think we've all experienced at different times of our lives. Particularly things like banking changes, access to information or having to change routines from what we've always done and are familiar with. This can be quite physically and emotionally exhausting. It's important to recognise the challenges and make changes in small manageable pieces at a time. This will help us to continue to process what we can, when we can, without being overwhelmed. It reminds me of that analogy of "What's the best way to eat an elephant? Eat one small piece at a time".

Everyone copes with change differently. It's important to be aware of your personal well-being, self-care and monitoring. Sometimes, just taking a little time to be grateful for what we have and celebrating it can help. And when things get a little tough, don't be afraid to ask for help. Help is normally not too far away. I encourage everyone involved in the aged care support processes to be patient. Continue to ask questions, seek support and if there's any way we can assist, please reach out to us. We are only a phone call away.

On a final note, I'll be taking a couple of weeks leave and heading to India. It is an exciting opportunity for my son who will be playing cricket over there. We're really looking forward to experiencing the sights and sounds and smells of India as well as getting a wider perspective of the world we live in and the amazing privilege we have living in Australia. One thing I do know about India, is the weather will be very hot every day we're there.

Kind Regard's,

D Smith

Debbie Smith

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