

Newsletter

Autumn 2021

At last, we can catch our breath.

Welcome to our Autumn newsletter. As we take a moment to reflect on the past few months or so, and look forward to all that's ahead, grab a cuppa, have a seat and take a moment catch up with all our news.



In celebration of our volunteers

We love celebrating good news, and our volunteers are always cause for celebration. We all know we couldn't do without them. That's why we're happy to announce we're hosting a luncheon for our wonderful volunteers on Tuesday 25 May to show our appreciation. To make it even more special, we're looking for gifts and donations from the wider community as an expression of our gratitude to our volunteers. We're also asking our clients for encouraging notes to share with our volunteers, and the lovely Year 3 children at Oxley College are also preparing something for our volunteers. If you or local businesses could donate gift items we can share with the volunteers, we'd be over the moon! Please contact Deb (02) 4869 4032 if you'd like to get involved.



More
than just
a meal



Catering for the community's on the up

After most events and gatherings were cancelled due to Covid restrictions the demand for catering greatly diminished. As things have been improving, events are being organised and we're seeing a steady increase in catering bookings. So, please remember us for your events. Whether they're private parties, get togethers, training sessions, workshops, meetings or gatherings, we can tailor the menu to meet your requirements. To whet your appetite, we've included a copy of our current catering menu in the newsletter.

No time like pie time!

Pie Time is fast approaching for the month of June, so glad! Once again we're joining this extremely popular Southern Highlands event and will have our own Meals on Wheels Pie Drive. Look out for the order forms and get your order in early to enjoy our beautiful (sometimes award winning) pies.



Fantastic volunteering opportunities

We have some fantastic volunteer opportunities both within the local community and our organisation. Our very own Board of Management Committee is looking for a volunteer with experience in policy making. If this is an area you think you could help us with, please get in touch with Jim our Chairperson via the office (02) 4869 4032.

Like to volunteer for something more 'hands on'. We have the good fortune of being ensconced in a fabulous building with lovely tenants, and we're looking for a volunteer general committee member who can organise things to keep the building looking fabulous and in good repair. General committee members usually meet once a month. If this is something you might be interested have a chat with Deb on (02) 4869 4032.

I'm also very excited to report that the op-shop at Connect Church will be opening in a matter of weeks. It's great seeing people get the clothes they need or find something to make them feel special. They're looking for volunteers, so again speak to Deb if you're interested.

As several community programs have started to get back up and running again, you'll find all sorts of volunteer opportunities at Volunteering Wingecarribee volwing.org.au or call them on (02) 4869 4617 for more information.

Our new Winter menu will warm your heart.

We've recently changed over to our new tummy warming Winter 2021 menu. Thanks to all the clients who returned their preferences. Remember, we're very flexible, you can select the number of meals you'd like and the delivery days. If you need to make any changes just contact the office. Now the weather's cooling down, you may wish to add yummy pies and heart-warming soups to your order as well.

Did you know... You can drop into our kitchens and pick up meals anytime...? If you'd like the night off from cooking just pop in or call ahead and we'll prepare your order. Takeaway meals are at our standard retail rate. So, you can enjoy a delicious meal and support a great local service at the same time.

The office is open 7am – 3pm Monday, Wednesday, Thursday and Friday.

Winter 2021 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 & Red Wine Casserole		Irish Stew		Cottage Pie		Braised Beef	
Tuesday	Salmon Pasta Bake		Macaroni Cheese With Bacon		Guinness Casserole		Sausage Casserole	
Wednesday	Chicken Cacciatore		Chilli Con Carne		Bangers & Mash		Chicken Korma	
Thursday	Hearty Veggie Stew		Fish In White Wine Sauce		Mild Vegetable Curry		Crumbed Fish & Chips	
Friday	Beef Lasagne		Curried Sausages		Chicken & Leek Pie		Mushroom & Parmesan Risotto	
Saturday	Hungarian Goulash		Roast Beef & Yorkshire Pudding		Roast Pork		Pork & Apple Casserole	
Sunday	Roast Chicken		Vegetable Lasagne		Tuna Mornay		Silverside & White Sauce	
DESSERTS	Week 1	✓/X	Week 2	✓/X	Week 3	✓/X	Week 4	✓/X
Monday	Apple Crumble		Butterscotch Self Saucing Pudding		Honey creamed Rice Pudding		Apple & Rhubarb Crumble	
Tuesday	Lemon Brioche Bread & Butter Pudding		Fruit Loaf Bread & Butter Pudding		Lemon Self-Saucing Pudding		Berry Clafouti	
Wednesday	Caramelised Pears		Banana Cake		Apple Cake With Butterscotch Sauce		Irish Apple Cake	
Thursday	Ginger Cake		Creamy Lemon Sago		Peaches With Coconut Topping		Sticky Date Pudding	
Friday	Apricots & Custard		Nutella Bread & Butter Pudding		Bread & Butter Pudding		Berries & Yoghurt	
Saturday	Chocolate Self Saucing Pudding		Peaches & Custard		Plums & Custard		Creamy Rice Pudding	
Sunday	Fruit Salad & Custard		Pears & Custard		Prunes & Custard		Stewed Fruit & 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, French onion, 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

Thanks for your say, here are the results.

We were very excited to receive many responses to our 2020 client survey! Thank you everyone who had their say.

First, a little about our clientele.

56% of our Meals on Wheels clients are female and 44% are male.

62% live alone, 36% live with another person.

17% first started to get Meals on Wheels because they couldn't cook every day, 14% had been in hospital.

"Just need a break from cooking now and then"

"I was finding it too much at the end of the day"

"Wanted a change from Lite n' Easy"

42% get between 3-4 meals a week, 29% get 7 meals a week, some people just like to buy them when needed.

Some clients simply supplement their regular cooking and snack preparation with Meals on Wheels options

93% have never cancelled Meals on Wheels for an extended period of time.

What's important to our clients about Meals on Wheels? Top 5 responses

"It helps me stay healthy"

"I eat better"

"I can keep living in my own home"

"My family feel better because they know I am eating well"

"The meals are more nourishing than I would cook."

How would you rate the meal from Meals on Wheels Southern Highlands?

88% of clients are satisfied overall by Meals on Wheels meals

74% of clients say the taste and flavour of the meals is good or very good.

66% of clients think the way the vegetables are cooked is good or very good.

81% of clients think the way the meat is cooked is good or very good.

80% of clients think the variety of meals from day to day is good or very good.

75% of clients think the taste and flavour of the soup is good or very good (try them and see what you think)

90% of clients think the meals are good or very good value for money.



Interested in becoming a Volunteer?

Contact Debbie on Tel: 4869 4032

How would you rate the service provided by Meals on Wheels?

The service tailors my meals and menus to my preferences – 91% of clients agree or strongly agree.

I am treated with respect by the staff of the MOW service – 100% of clients agree or strongly agree.

The people who deliver my meals are polite, friendly and helpful – 100% of clients agree or strongly agree.

Telephone calls are answered promptly – 93% of clients agree or strongly agree.

Meals arrive when expected – 98% of clients agree or strongly agree.

The service is flexible – 93% of clients agree or strongly agree.

Funniest client comment:

When a client was asked “What impact would it have on your life if you could not access Meals on Wheels?” He responded, “Look for a wife?”

Favourite Client comments:

“I enjoy the interaction with your volunteers, all of whom are cheerful people”

“A friendly visitor and a chat.”

“A ready meal gives me help when I am tired.”

“It’s nice to know someone cares.”

“Adam has his meals at 5pm every day and he eats every bit up (none left) ha ha ha. I think that says a lot.”

“I think meals on wheels is a wonderful thing for people living alone and have no relatives to help them and it’s someone to talk to as they don’t have visitors so meals on wheels are a very wonderful thing for those living alone. Congratulations.”

“Thank you for this valuable & wonderful service. You provide a great service from the food prep, to the people in the office to the friendly deliverers who give up their time to care for those in our community.”

“My only recommendation is: you are all awesome. Just keep up the good work – on a scale of 1 to 10, I give you 10. “



We are pleased to announce New South Wales Meals on Wheels new Stop the Spread of Loneliness Campaign.

The aim of this initiative is to collect 20,000 kind and thoughtful messages from supporters which we can distribute to Meals on Wheels clients around the State.

The theme of this campaign is that Meals on Wheels reduces social isolation and loneliness

(not just during pandemics and natural disasters) but every day.

You can get involved by going online and writing your message, or hand writing one out and dropping it to the office. What a simple but effective and important way of helping to stop the spread of loneliness, why not get involved now.

Visit <https://helpstopthespread.org.au> for more information.

Need some inspiration? Here are some messages Meals on Wheels have already received.

Please note we'll be moderating all messages, before they appear on the general public on the website. Printed messages on cards will be provided to Meals on Wheels services over the coming months.

You're not alone. You are loved. You are needed. You are worthy of a smile. A grin. A giggle and definitely a hug. Share the love. Share the joy. ☐ we are here for you.

Enjoy your meal and have a great day. You're not alone, sending you warm wishes and thoughts throughout this winter. See the positive in every day.

I hope you have a good day today and I just wanted to let you know you are special, and you deserve to smile today. :)

Irritable, breathless, confused or can't concentrate? Hydrate!

Our friends at Forbes Meals on Wheels recently shared this story with us and it's too

fascinating not to share it with you all. Grab a drink of water, sit down and have a read, you'll feel better for it!

By: Arnaldo Liechtenstein, physician

Whenever I teach clinical medicine to students in the fourth year of medicine, I ask the following question:

What are the causes of mental confusion in the elderly?

Some offer: "Tumours in the head". I answer: No!

Others suggest: "Early symptoms of Alzheimer's". I answer No!

With each rejection of their answers, their responses dry up.

And they are even more open-mouthed when I list the three most common causes:

- uncontrolled diabetes
- urinary infection
- dehydration

It may sound like a joke, but it isn't. People over 60 generally stop feeling thirsty and consequently stop drinking fluids.

When no one is around to remind them to drink fluids, they quickly dehydrate.

Dehydration is severe and affects the entire body. It may cause abrupt mental confusion, a drop in blood pressure, increased heart palpitations, angina (chest pain), coma and even death.

*This habit of forgetting to drink fluids begins at age 60, when we have just over 50% of the water we should have in our bodies. People over 60 have a lower water reserve.

This is part of the natural aging process. *

But there are more complications. Although they are dehydrated, they don't feel like drinking water, because their internal balance mechanisms don't work very well.

*Conclusion: *

People over 60 years old dehydrate easily, not only because they have a smaller water supply, but also because they do not feel the lack of water in the body.

Although people over 60 may look healthy, the performance of reactions and chemical functions can damage their entire body.

So here are two alerts:

1) *Get into the habit of drinking liquids*. Liquids include water, juices, teas, coconut water, milk, soups, and water-rich fruits, such as watermelon, melon, peaches and pineapple; orange and tangerine also work.

*The important thing is that, every two hours, you must drink some liquid. Remember this! *

2) Alert for family members: constantly offer fluids to people over age 60. At the same time, observe them.

If you realise that they are rejecting liquids and, from one day to the next, they are irritable, breathless or display a lack of attention, these are almost certainly recurrent symptoms of dehydration.

Complimentary Hygiene Packs for Meals on Wheels clients

Reckitt Benckiser (RB) together with Woolworths, are announcing they will donate

up to 50,000 Hygiene Packs[^] to Meals on Wheels clients around Australia.

Both companies have been key supporters of Meals on Wheels, particularly during the COVID-19 pandemic, and will now work together to help our clients have access to high quality disinfectant products for the home.

Sharyn Broer, President of Meals on Wheels Australia, said: "The roll-out of the COVID-19 vaccine may be underway but hygiene at home continues to be incredibly important, especially for vulnerable Australians."

"These Hygiene Packs from RB and Woolworths will go a long way in helping to ensure our customers around the country can maintain a clean and healthy home and we are incredibly grateful for the support."

As you can imagine, rolling this out across the country will be an amazing feat. We'll contact you as we receive the donated items and will distribute them with the deliveries.

How people can 'donate' towards the packs

The new joint partnership will involve an in-store activation at Woolworths that will see shopper purchases of products from RB's leading disinfectant brands, Glen 20 and Pine O Clean, trigger donations of up to 50,000 Hygiene Packs.



More
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There are two words, Muriel Sparks, artist, writer, long-time resident of Bowral and Meals on Wheels client will never say.

"If only," says the engaging 95-year-old. "If only are the two saddest words in the English language, and I'm very happy at my age in the sunset of my life, I have not lived my life by, if only."

Muriel arrived with her family from Kent, England in 1936 as a two-year-old, and while she returned several times to her family's former home, she has never once taken for granted her good fortune.

"I have often said during my lifetime I am proud to be British, but whenever I return from travels overseas, I realise how grateful I am to be Australian. I have lived during the most wonderful century of the most amazing advancements and seen so much."

About a year ago, after 'the last time I burnt the bottom out of a saucepan', Muriel got in touch with Meals on Wheels to help. Her meals are now delivered three times a week by her 'dear friends Erica Webber, who used to be my neighbour when my children were in strollers, and another lovely lady called Denise'.

"Getting old is not for the faint hearted and I these days I have a throat problem which means I choke very easily which can be a problem," says Muriel.

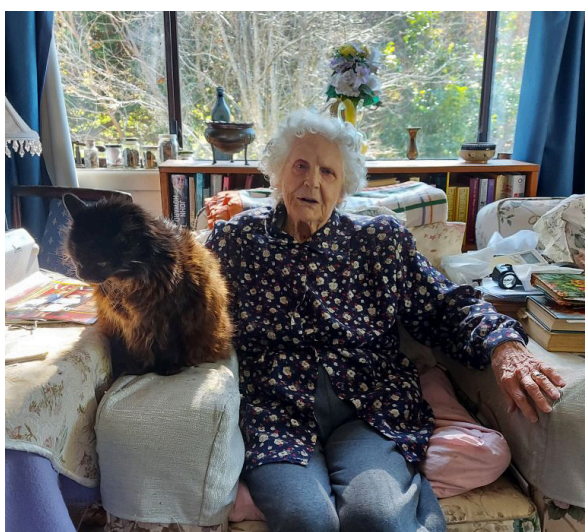
"But the Meals on Wheels team are aware of this and so cut my meat into very small pieces which is a great help. My favourite meal without a doubt is the mushroom and cheese

risotto. I always thought you had to have wine in risotto and I'm not sure that it does but perhaps it does which is why I always enjoy my Nana nap so much after eating it. It's truly delicious."

With three children, eight grandchildren and ten great grandchildren spread from Canberra to Queensland, the past 18 months has been difficult at times, says Muriel, although she is heartened by the recent success of her footy teams, the Raiders, Brumbies and the Swans. She also continues her love of gardening and writing and enjoys going out on weekly shopping trips with her friend Sheree, who drives her.

"For many years living here, I would go out and know everyone in town," says Muriel.

"Now on some days after we've been out to a doctor's appointment, or for a little drive around, we'll come home, and I'll say 'you know I didn't see anyone today I knew. But perhaps it's me and I just don't recognise everyone with grey hair. Whatever, I have wonderful recollections in my mind to look at. They are my photograph album of memories.'"



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Message from the Manager

The mornings are getting cooler and the leaves are turning their beautiful shades of red and orange, Winter is on its way. What a great place to live with defined seasons and beauty all around. As we start to enjoy reduced restrictions and get back to what is our new normal, I think it's a great time to be appreciative of all that we have in our lives. I think living with an attitude of gratitude goes a long way to a contented life.

At Meals on Wheels Southern Highlands, with a lot of hard work, flexibility and good humour we have been going from strength to strength. After some changes to staff and freezer adjustments, we're in full swing as usual with our beautiful clients receiving fantastic meals and the wonderful service they deserve.

Speaking of changes, after 4 years of running the canteen at the local Cattle saleyards our lease is up and we're hanging up our aprons as our time has come to an end with that venture. We've enjoyed our time there and met lots of lovely people.

We're introducing another new program at Meals on Wheels called the Moments of Wonderful Recognition program. And it's not a once-a-year recognition program. It's an on-the-spot, in the moment, as it happens recognition program that lets staff and volunteers know others notice the little things, they do each day that go above and beyond for our clients, volunteers and co-workers.

This is a great way to make our staff and volunteers feel appreciated. It only takes a minute to complete an Award Card and hand it to the person with a smile and a thank you. If you notice a staff member or volunteer going above and beyond, please let us know and we'll be able share one of these great awards and acknowledge the amazing acts they do each and every day. We love being able to sing their praises and let them know just how much we value all they do.



As a number of community programs have started to get back up and running, we'll try to share with you as many as we can to encourage you to explore the different social groups. Some of these include:

Wingecarribee Adult Day Centres - Phone: 4862 1774

U3A email - Email: secretary@sohiu3a.org.au
Website: www.sohiu3a.org.au.

Mittagong senior citizens - Phone: 4872 1098

Robertson CTC - Phone: 4885 2665
Email: info@robertsonctc.org.au

Check your senior's directory for more. If you don't have a directory let us know and we can give you one. Remember, getting out and about and being social is really important for good for your physical and mental health.

A final tip as we approach winter, remember to check your smoke alarms and heating devices for safety. If you need assistance with that, please let us know and we'll be able to assist. Stay safe and stay warm.

Kind Regards



Debbie Smith

