

# Newsletter

Winter 2024

## The 3 Rs of Meals on Wheels – Resilience, Revitalise, Reimagine

Well, winter has definitely hit the Highlands with cool days and very chilly nights, so I hope you are all keeping warm. We also hope you like the hot chocolate recipes. Maybe you can get a hot cuppa now and sit in front of the fire, heater, or air conditioning whilst you read our latest newsletter.



## National Meals on Wheels Day 28 August – Cause to celebrate!

National Meals on Wheels Day may officially be only on one day, but we'll be celebrating throughout the last week of August. We'll be running a number of events, but the big event will be Cuppa for a Cause. It's a tea-rific opportunity to help raise funds for Meals on Wheels Southern Highlands, and to enjoy some delicious food with some great company. We invite you, your work place or organisation to also get involved and host your own Cuppa for a Cause.



CUPPA FOR A CAUSE

### Where...?

We'll be hosting a Cuppa for a Cause on Thursday 29 August at Connect Christian Church, and you're all invited to attend. You'll not only get a cuppa, you'll also have a delicious morning tea to tuck into. It's only a \$5 cover charge and there's a donation box at the door. We'd love to see you there. You'll also have the opportunity to purchase take home treat boxes, so your cuppas will be extra special when you get home.

Community Bank BDCU will also be hosting morning teas at both of their Moss Vale and Bowral branches, on Wednesday 28 August. All they're asking for is a donation and you can enjoy a cuppa and a yummy cake or scone. They too will be selling boxes of treats and goodies to take home.

The Council is also behind Cuppa for a Cause. They're letting us hold another event on Tuesday 27 August at the Council Civic Centre. If you need to go to their service centre or the Moss Vale library, make sure you go on the 27th so you can enjoy some tasty tucker and a lovely hot

More  
than just  
a meal

cuppa while you're there.

It's a week of events and opportunities to celebrate all that is great about Meals on Wheels.

If you or your organisation would like to host a Cuppa for a Cause event, here's how it works.

## How to host your event

You've booked the date, so all you need to do is choose the venue. Once that's decided, you can now start planning your cuppa event. Whether you're representing a business, or plan on having the event at home, it's never been easier hosting Cuppa for a Cause. From invitations and email templates, to request a donation forms and FAQs — contact us for resources to cover everything you need.

## On the day

Apart from being an excellent way to raise money, Cuppa for a Cause is a great team bonding exercise. Suggest to management that they encourage all staff to participate — staff who sip together, stay together. Don't forget to build the excitement and gather a crowd through posters in communal areas and group emails. If you're a member of the public or a Meals on Wheels service; hampers, raffles and even charging an entry fee are all great ways to turn the old donation drive into something tea-rrific.

## After your event

After the tea's been sipped and cakes have turned to crumbs, send a thank you note to your guests. If you're having trouble putting into words exactly how grateful you are, you can contact us for a copy of our thank you template. The final step is to donate the funds. If you need help with this just let us know. Once funds have been donated, you'll receive your tax invoice.



## HOW IT WORKS

### Step 1



Invite your friends, family and colleagues to your cuppa event by putting up posters or emailing them our very fancy invite.

### Step 2



Earl grey, chamomile and English breakfast — let your guests know the tea's brewing and remind them to bring their donations along to your fundraiser.

### Step 3



Encourage your attendees to bring along freshly baked scones (jam and cream mandatory), a soft sponge cake or their favourite morning tea treat.

### Step 4



Once you've had enough tea for a lifetime and there's no biscuits left to dunk, collect the donations and kindly transfer them via our secure payment gateway.

## Did you know, there are different types of bequests?

There are four main types of bequests a donor can leave in their will.

### 1. **Residual**

This is the remainder of the donor's estate after first leaving gifts to their loved ones. A residual bequest will keep up with inflation.

### 2. **Percentage or fractional**

This is a gift expressed as a percentage or fraction of the donor's estate. Again, these gifts aren't influenced by inflation. Donors can leave a percentage of either the residual of their estate or a percentage of the entire estate.

### 3. **Pecuniary or specific**

This is a specified gift which can be money, property or stocks and shares.

### 4. **Whole estate**

This comprises the donor's entire estate and is usually left by those without family or other preferred beneficiaries, or those wanting to achieve something very significant with their gift.

Please note that a bequest may be given freely, which means the recipient organisation can choose to deal with it as it sees fit within the aims of the organisation, or it may be given with conditions, which must be honoured.

When considering wills and future planning, bequests may be of interest to you. Meals on Wheels Southern Highlands are able and would be honoured to receive bequests, if that's what you wish.

## Honoured in the Nic of time

Nicole, our very own assistant chef, was honoured at the recent Australian Women's Soccer Team the Matilda's game in Sydney. She was presented with her Cap for representing Australia in women's soccer in front of a whopping crowd of 75,000 people. It's recognition that's a long time overdue for this trailblazer of women's sport. Although she doesn't love the attention, we think it's incredibly special and we're very proud of her.

Well done Nic. Patience is a virtue. Definitely our favourite Matilda.



## Interested in becoming a Volunteer?

Contact Debbie on Tel: 4869 4032



## Cooking up a storm in the kitchen

We are super pleased to announce we received an A grade rating for our latest food safety audit! This is a stringent audit that comes under the Vulnerable People's Act ensuring that the food we prepare and deliver is safe, as well as nutritious and delicious.

We also recently upgraded to a new software called Nutritics. This helps us to establish the correct nutritional information panels for our meal labels, and ensures we meet the new required allergen labelling guidelines. There's a tremendous amount of work that goes into producing these labels, as well as creating the meals. So, hats off to all those responsible in the kitchen. The care and detail they put into each and every meal, are just some of the reasons we are so proud of what we produce.

We recently hosted 4 students and the Professor of Dietetics Sydney University, who did a placement with our service. In their time with us they were able to implement their learnings with real world / life experience. They reviewed our meals against the National Meals Guidelines and checked the nutrition information for each meal. They had a few suggestions and ideas, but overall, they thought our service was very organised and well run, which was very encouraging! It was an absolute pleasure to host them, and showcase our service and what we offer our clients. In fact, it went so well we're excited to say a second group of students will be doing another placement with us in a few weeks' time.

We're now starting to look at our Summer menu. If you have any requests, favourites, or certain meals you'd like to add or bring back to the menu, just let us know. The Summer menu will start on 14 October. Unfortunately, what with the cost of living and CPI going up, we will also need to increase our prices a little from this date. There will be a 6% increase, which means our main meals will go to \$7.35. If this will cause you any hardship or issues, please get in touch with us.





## Our friends at BDCU Collective Impact and Community Bank BDCU - The Bank with the big, warm community heart.

We are so happy to continue our partnership with BDCU Collective Impact and the Community Bank BDCU. In fact, we are ecstatic to announce we were successful in the recent round of community grants they distributed and received \$10,000 to go towards a replacement blast chiller. This machine is miracle worker in helping our kitchen maintain stringently high food safety ratings and requirements, and it does it very quickly and accurately.

For instance, we have to cook food to a temperature of 75 degrees Celsius, then chill it down to 21 degrees Celsius in 2 hours, and then to below 5 degrees Celsius in 4 hours. With the quantity and variety of food items we cook, the blast chiller speeds up the process, whilst

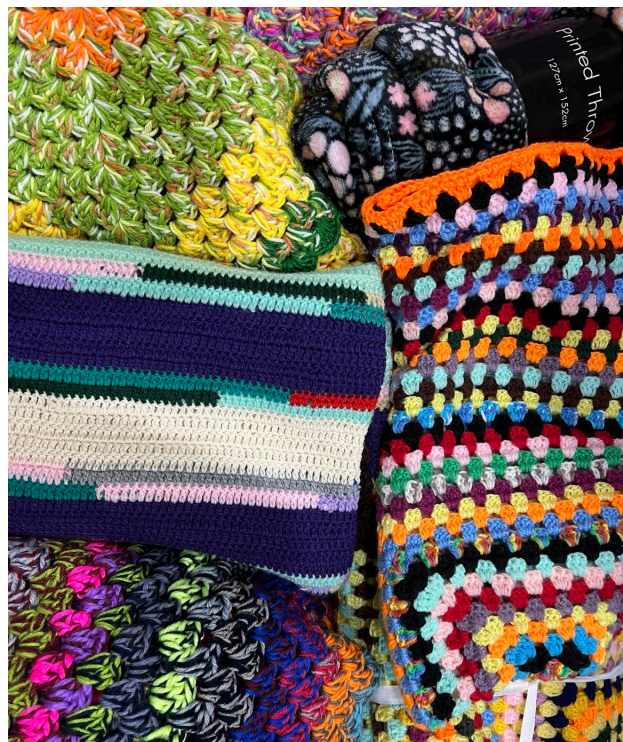
ensuring we meet the requirements and help retain nutrition and flavour. BDCU were also very generous with their winter warmer appeal.

They donated blankets, beanies, scarves and socks, which were all warmly received by our clients during this very cold time of year. You may not know, but BDCU staff volunteer in our kitchen each fortnight. They also held a very informative workshop about scams and how to avoid them for our clients and volunteers. It is truly wonderful to be in a community where local businesses, such as the amazing BDCU Collective Impact and the Community Bank BDCU, are so supportive of the local community. It just feels like an extended family, and for that we are grateful.

"Hello Deb & the team, Thank you very much for the lovely meals & please thank the knitters' group of Berrima for their very kind gift which will keep me quite warm while reading or TV watching! God Bless you all forever". Warm thanks from Pat, a happy recipient.









## The Benteigh Girls – “What a memorable treat”

We were joined again this Winter by the lovely girls from OLSH Benteigh College. Over a three-month period, three different groups of Year 9 Students stayed for three weeks each at Hartzler Park. They arrived in their mini bus in groups of 10 to help deliver meals to some of our clients. The highlight for the last group of girls was delivering to one of our clients who happened to be celebrating her birthday that day. All the girls got out of the bus, delivered the meals and sang happy birthday to her. Our client was so touched she wrote this note.

“To all my friends at Meals on Wheels Moss Vale and especially the lovely friends who came from Melbourne and sang to me. What a memorable treat - I shall hold it dear to my heart through my 83rd year, and beyond. Thank you.”

We also received a lovely note from one of the

students. Seems it was a bit of a love fest.

“Our Time Volunteering for Meals On Wheels!

By: Mia OLSH College

This morning, we had the opportunity to help out delivering Meals on Wheels! It was

a very rewarding experience getting to greet different people with a smile, and to get

to chat with them about little things which we don't get often in our busy days. Whilst

we were delivering we had the opportunity to sing Happy Birthday to a client, Shelia,

which well and truly put a smile on all our faces! Thanks so much to Jock (volunteer)

and the team at Meals on Wheels for letting us join them on this morning's deliveries.”



## Recipes to Save



### Instant Gingerbread Hot Chocolate

#### Ingredients

- 1 cup cocoa
- 1 cup white sugar
- 1/2 cup brown sugar
- 2 teaspoons ground ginger
- 1 teaspoon ground cinnamon
- 1/4 teaspoon ground cloves
- 1/4 teaspoon salt
- 1 pinch cayenne pepper (optional)

#### Directions

Add cocoa, white sugar, brown sugar, ginger, cinnamon, cloves, salt, and cayenne to a bowl, and whisk thoroughly to combine.

Store in an airtight container until needed. Be sure to stir very thoroughly before each use.

To make hot chocolate, heat milk over medium heat until it almost starts to simmer. Whisk in 2 tablespoons of instant gingerbread hot chocolate mix per 1 cup milk.

Once everything is mixed together and dissolved, and the milk is piping hot, transfer into mugs and enjoy.



### Cioccolata Calda (Hot Chocolate Italian-Style)

#### Ingredients

- 3 tablespoons cocoa powder
- 1 1/2 tablespoons white sugar
- 1 1/2 cups milk
- 2 tablespoons milk
- 1 tablespoon cornstarch

#### Directions

Mix the cocoa powder and sugar together in a small saucepan. Stir the 1 1/2 cups milk into the saucepan until the sugar has dissolved. Place over low heat; slowly bring the mixture to a low simmer.

Whisk 2 tablespoons of milk together with the cornstarch in a small cup; slowly whisk the cornstarch slurry into the cocoa mixture. Continue cooking, whisking continually, until the hot chocolate reaches a pudding-like thickness, 2 to 3 minutes.





## Message from the Manager

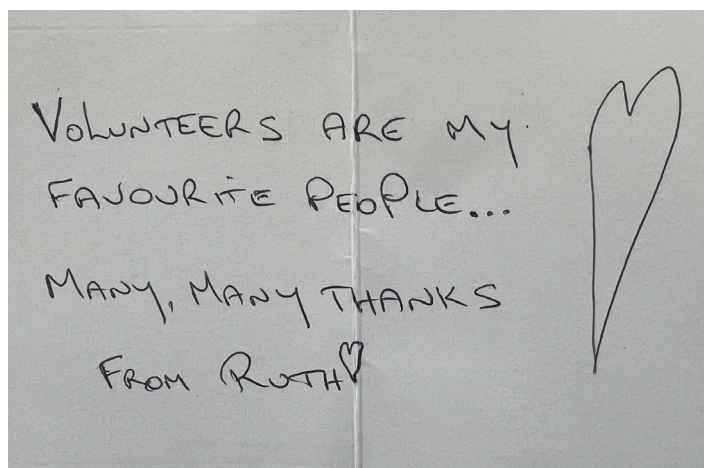
As you can see with the articles in this newsletter, we are all about continually growing, learning and improving. We're always looking for ways to improve the nutrition, taste and texture of the meals, and we really appreciate your feedback. Food is such a personal thing. While some people say, "this dish is my favourite", others may say about the exact same dish, "you couldn't pay me to eat that"! It's all about personal taste, and we try to offer a variety of meals to meet all preferences. Which is why your feedback is so valuable. If there's something you'd like added to the menu, please

approach us now and ask. No time like the present, especially if you want it in time for the Summer menu.

I've just returned from the Meals on Wheels Australia National Conference. The theme was 'Resilience, Revitalise, Reimagine' and it was a very inspiring time. There were lots of thought-provoking speakers who addressed these concepts, plus plenty of great networking opportunities that could help Meals on Wheels Southern Highlands in the future. It's always encouraging to hear what's happening on a national level and realise how much work is being done to continually showcase all that Meals on Wheels is doing. Needless to say, there are lots of ideas and thoughts running around my head now... intergenerational opportunities, partnerships and collaborations and much, much more. So, watch this space. Ultimately, our clients are the ones who drive us to do what we do, and our volunteers enable it to happen. Which is why we always love to hear from you all. Please keep giving us your feedback, suggestions and ideas. It's what 'feeds' us to make things work even better for you.

We are still waiting on the Aged Care reforms, which will begin with the changes to the Aged Care Act. There's a lot of consultation and feedback requests, so if you're interested in sharing your thoughts please look out for those opportunities to get involved with Government, or contact us and we can point you in the right direction. It's a big task that's being undertaken and we hope there will be some decisions and movement forward soon. Of course, we will share with you when we know anything. In the meantime, we remain committed to serving the shire and assisting you wherever and whenever we can.

We are very pleased to report that our team of volunteers is growing, and we welcome Sally, Pru, Peter, Raymond, Marc, Alison and Will. We've also had students doing



volunteer hours for their Duke of Edinburgh Award, other students doing work experience, and all offering support in a multitude of areas. If you have an interest to be involved please do not hesitate to contact us. You'll be most welcome and we'll be grateful to have you on the team.

As we've past the shortest day, hopefully things will warm up soon. In the meantime, I encourage you to stay positive and to be grateful. A great practice is to list 5 things every day you are thankful for. This really helps to shift our perspective and see that life is good. We might have challenges along the way but there's always something to be grateful for.

Personally, I am grateful for our wonderful clients, volunteers, staff, our great facilities and the fact we are more than halfway through winter!

Stay warm, keep well and thank you for reading this newsletter!

Kind Regard's,



Debbie Smith

**'I have no complaints about MOW. The meals are great. The staff and drivers are lovely people.'**

Source (Anonymous): Southern Highlands Meals on Wheels Service Users Survey 2024



## Other Client Comments

*What is important to you about Meals on Wheels?*

**I FEEL LESS STRESSED AS I AM MY HUSBANDS FULL TIME CARER**

**REGULAR CONTACT WITH WONDERFUL VOLUNTEERS EVERY WEDNESDAY**

**MY WIFE AND SELF ARE OVER 80 YO. AND HAVE SMALL APPETITES SO ABLE TO SHARE A DAILY HEALTHY MEAL**

**DRIVERS VERY POLITE AND FRIEDNLY**

**A WONDERFUL OPTION WHILE RECOVERING FROM SURGERY**

*Source: Southern Highlands Meals on Wheels Service Users Survey 2024*

**'Everything is absolutely perfect just the way it is. Thank you so much to all the volunteers and the team at MOW - we are so grateful for your wonderful service - both on the road and in the kitchen and office'**

Source (Anonymous): Southern Highlands Meals on Wheels Service Users Survey 2024



**More than just a meal**