# newsfeed **WINTER 2012**

MEALS ON WHEELS

More than just a meal.



# A commitment to deliver...

## Christine and Graeme Turner, Meals on Wheels SA Volunteer Faces for Volunteer Week 2012.

The Advertiser's Boomer Supplement for Volunteers Week featured Blackwood couple Graeme and Christine Turner who had made a decision to give back to their community through volunteering.

A special family connection meant that Meals on Wheels SA was their first port of call.

Christine says her late mother was a MoWSA client and looked forward to her deliveries each day, not just for the healthy and delicious meal, but for the interaction she enjoyed with the Meals on Wheels volunteers who had delivered it.

"We really appreciated the difference that Meals on Wheels made to her day, so we thought we could give back to the organisation by making the same difference to the lives of others," Christine said.

When they joined Meals on Wheels as volunteers fifteen months ago, Christine and Graeme became part of a group of almost 10,000 people across the State whose volunteer commitment provides immeasurable value to the lives of around 8,000 South Australians each year.

Meals on Wheels SA CEO Sharyn Broer says that Meals on Wheels volunteers play a vital role in the lives of our clients.

"Not only do our volunteers deliver a nutritious and tasty meal, but the friendly and caring contact they provide and regular checks on their wellbeing is valued by our clients and their families."

Christine agrees with Sharyn's sentiment and says that keeping a compassionate eye on their clients was an essential element of being a Meals on Wheels volunteer.

"We definitely see a part of our role as checking up to make sure that our clients are feeling happy and healthy. It's comforting for the family too, knowing that someone is calling in on their loved ones every day," Christine explains.

Christine says she and Graeme have found their experience volunteering with Meals on Wheels to be very worthwhile.



Client Marlene Kimber chatting with a local Police Constable about the need to be aware and alert!

## MOWSA & SAPOL join forces to promote client safety...

Around Easter, MoWSA worked together with SAPOL to remind SA seniors of the need to keep an eye out on safety, especially people coming to the door.

Most people who call at a home will be genuine, but sometimes someone may turn up unannounced with the intention of getting into the home.

Just before Easter, two older members of the community had been targeted by bogus callers claiming to be from Meals on Wheels, purely with the intention of gaining entry into their homes.

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# Comment from the CEO...

Welcome to the first edition of News Feed, our new quarterly communication with clients, volunteers, staff and supporters of Meals on Wheels.

Each edition will include a wide range of stories and issues relevant to our activities and community. We welcome your story ideas – contact details for our editorial team are on the back cover.

The National Aged & Community Services Community Care conference was held in Adelaide recently. It was a timely opportunity for non-profit community care services to celebrate the excellent work that we do and consider the implications of the government's recently announced aged care reforms.

There is no doubt that Meals on Wheels is still highly placed in the continuum of care and support options for older Australians.

The proposed changes to the Home and Community Care program, which is the source of our relatively small government subsidy, are being closely monitored by the Board and me.

The Government will be conducting a national review of Meals on Wheels to ensure that services are equitable, consistent, value for money and support the independence of older people.

This will include the way that meals are provided to members of the community, the types of meals and the cost of meals.

The AMOWA Board will be assisting the government to scope the review on behalf of branches and services across Australia.

The opening of the conference featured a panel of older Australians who shared their thoughts on what makes a good life in late adulthood and what they expect if they need care in future.

Significantly they relayed a strong desire for independence and living at home.

It was delightful to see and hear Ralph Arthur as one of the panelists. Ralph was a MoWSA Chair for many years and now in his early 90's, still leads an active life.

Branches are active and the AGM season is almost upon us. I attended a birthday celebration at Streaky Bay in May and was able to call in to chat with Ceduna volunteers too.

We have a new branch at Kapunda, which started operations in early June.

We have a new branch at Kapunda, which started operations in early June.

We welcome them to the MoWSA family and look forward to another active branch in our state wide community.

As this issue goes to print, we are undertaking a major independent survey into the attitudes and understandings of MoWSA amongst current, lapsed and prospective clients. We look to the results to help guide us in our future work to and beyond our 60th Birthday.

I trust you enjoy the read!

Sharyn Broer CEO Meals on Wheels, SA

## MOWSA & SAPOL join forces to promote client safety

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SAPOL worked with Meals on Wheels SA to encourage seniors to be proactive in reporting suspicious activity that aids in preventing crime from occurring, especially against our more vulnerable members of the community.

MoWSA CEO, Sharyn Broer, said, "We have a desire to always deliver "more than just a meal" and our clients know that their safety is paramount to us. We never visit unannounced and we always have our proper identification prominent. We are very pleased to work with SAPOL on this important reminder for the community".

"This suspicious activity serves as a timely reminder for all residents and to be aware of bogus callers who can claim to be from reputable companies," said Sergeant Natalie Warburton from SAPOL's State Crime Prevention Branch.

"Police advise residents if they are unsure as to who the caller at their door is, to ask for identification prior to letting that person into their home," she said.

If identification cannot be provided, do not let them in, always exercise caution and remain vigilant and if you are suspicious immediately call Police," Sergeant Warburton said.

As a result of these instances and some other matters, Meals on Wheels SA has embarked on a timely reminder campaign aimed at volunteers and the specific requirements of meal delivery, such as delivering in pairs, wearing correct ID and so on.

For more home safety information visit www.mealsonwheelssa.org.au click *About us* and select *Free Publications* from the dropdown menu.



New Stickers and Posters delivered to all MoWSA Branches as part of the campaign.

# Round up from the Meals on Wheels Branches...



# Happy little chickens!

# Volunteers at the Campbelltown Branch were keeping their fingers busy prior to Easter, by knitting over 500 little chickens!

The branch ran a fundraising event to raise money to buy Easter Eggs to distribute to their clients and to go towards their Christmas hampers to be delivered at the end of the year.

The dedicated volunteers produced gorgeous hand knitted chickens to put onto both Easter and hard boiled eggs, adding that something "eggs-tra" special!

They priced each chicken at \$2.60 and sold them sitting on top of coloured Easter eggs. This year they managed to sell over 400 knitted chickens, making their fundraiser a wonderful success and bringing a smile to many an Easter Egg Hunt this year!

Well done Campbelltown branch on such a great initiative. Not only is it a wonderful way to come together and socialise, but the clients really benefit by getting that little extra thought at special times like Easter and Christmas.

The picture shows branch officers happily displaying the newly crafted colourful

chickens at a group meeting of Welfare Officers from branches in the area.

They were meeting at the Campbelltown Branch for a 'Think Tank'.

What is a 'Think Tank' you ask? A Think Tank is run at different branches by the Client Services Manager, Sharon Pippos. It is an opportunity for Welfare Officers to meet, share and talk over the issues that may arise with clients which they find challenging in their role.

Welfare Officers are the contact for clients and volunteers when people are in need of another caring, considerate person to share concerns about a client's welfare or similar situations.

Our Welfare Officers do a great job to support the people we support, our clients!

Your branch may have similar activities which you do to raise money for Meals on Wheels, if so, we would love to hear about them.



Margaret Fraser from the ATO with Sharyn Broer presenting the good eggs!

## Egg-cellent donation...

Meals on Wheels received a lovely surprise when the Australian Tax Office (ATO) called and advised that they wanted to donate Easter eggs for our clients!

During the Easter period, the ATO staff social club support different charities in many ways including donating soft toys or Eggs. This year they thought of us and our clients!

Over 400 chocolate Easter eggs arrived at Central Office and were distributed to several local branches to hand out to clients, all by our dedicated volunteers.

Clients were delighted to receive their Easter surprise, and not to be left out, the volunteers on the day received an egg too.

Branches involved included; Campbelltown, Osborne, Daws Road and Unley who were all very appreciative of this great gesture by ATO staff.

It's nice to know that people are reminded of the importance of giving to others especially during the Easter break, when people can sometimes feel left out.



# National Volunteers Week

# National Volunteers Week is the largest celebration of volunteers in Australia.

It provides an opportunity to highlight the role of volunteers in our communities and simply, to say thank you to the more than 6 million Australians who volunteer.

Australian volunteers contribute more than 700 million hours of community service each year!

This year National Volunteer Week commenced on the 14th May with the theme 'Volunteers – Everyone Counts'.

To officially launch the week in South Australia, Volunteering SA organised volunteers from a range of different organisations to march from the Torrens Parade Ground, to Victoria Square, all up hill!

Meals on Wheels SA was delighted to be involved, and march alongside over 150 other volunteers.

After the march, participants were treated to a sausage sizzle provided by Rotary and then the official launch was conducted by His Excellency Rear Admiral Kevin Scarce AC CSC RANR Governor of South Australia.

Well done to all our Meals on Wheels volunteers who participated!



Vicki, Jess & Pina from our Volunteering Department organised the march and kitted everyone out for the day!



Meals on Wheels volunteers ready to march!

# Supervisors' and Cooks of the Day Conference provides a recipe for further success!

Our Supervisors' and Cooks of the Day Conference held in May, was a winner with all attendees.

The conference provided great opportunities to learn new information, share ideas with other branches and generally share in the MoWSA camaraderie.

A full agenda, with chances to chat, commenced at 10am and finished with lunch.

Highlights included; a welcome by Rick Coronica our Operations Manager. An informative session and update on happenings with MoWSA on the wider scene from CEO Sharyn Broer. Sharyn also covered the new Branch Operations & Services (BOS) Committee structure and purpose, on behalf of its Chair Marg McKenzie who was not able to be there on the day. Karen Ferres from SA Health gave a terrific presentation on food safety, why it is necessary and what ramifications there are if we do not follow procedures. Karen also was able to answer questions from the floor.

The new Work Health & Safety Act was addressed by Sonia Bolzon from Lynch Meyer who also happily took questions from the floor.

Attendees went away with some new perspectives and sources of information. And they also took away a gift of the new MoW Black Aprons!



# Client News and Events...





# MoWSA clients celebrate a special anniversary...

Wednesday 21 March, 2012, was a very special day for two of our clients. Gwenda and Harrold Steward celebrated 70 years of married life together. Another great milestone indeed!

This wonderful event was celebrated by family, friends and fellow worshipers at their local church, where they publicly acknowledged their wonderful and varied life together.

Harrold at 95 is a full time carer for his 90 year old wife, spoke very humbly of his own achievements and preferred to praise wife Gwenda as a mother, friend and life companion.

They have six children, 17 grandchildren and many other children they have supported through their work with their church.

Managing difficult financial circumstances, Harrold first trained as a bank worker, studied to become an accountant and secretary, and later commenced an Economics degree.

He and Gwenda first met when they were both quite young and later married during the Second World War, in 1942. When war broke out Harrold, like many at the time, felt obliged to enlist, becoming an orderly in the army. Harrold experienced the most difficult of circumstances, serving in both the Middle East and the Kokoda trail.

He did not meet his eldest child Ruth until she was 8 months old.

Upon discharge he studied to become a doctor and practised in his local community, as well as many years overseas, as a GP and surgeon.

They are especially proud of their family's achievements. All of their children are globally minded. One son is a Doctor in Agricultural Science and Theology and has been working on a way to grow rice in salt water. Another is a volunteer supporting children in China who have HIV Aids. Another is a midwife and has a love of languages and yet another Professor of International studies. One of their grandsons is a Rhodes Scholar. They are very proud of every one of them.

Harrold and Gwenda consider all their successes and the successes of their children are because of their Christian faith and God's goodness to them. They continue his work through their website and bible studies.

And they especially welcomed the contact and meals the volunteers offer through their local Daw Park Branch!

# Gluten free meals launched...

MoWSA has launched a range of gluten free meals for those in the community who have gluten intolerance. A free call to 1800 854 453, contacts one of our client service team members, who will go through your needs and discuss the finer details over the phone. A Coeliac Australia (SA/NT) membership card or a medical referral is all that is required for us to provide delicious three course meals ready for people to heat and eat!



# The lost art of letter writing

With mobile phones, text messages and email, the art of letter writing seems to have been lost. There is something unique and special about receiving a letter that modern technology cannot seem to capture. Letters can last a lifetime, be shared over generations.

Who doesn't get a thrill from reading a love letter that may have been written from one parent to another when they were young. Letter writing is something that should never be forgotten and should be encouraged and supported.

Letters have the gift of expressing one's true feelings and thoughts, like; love, gratitude and sympathy. When received a letter is the next best thing to being there yourself. They create a real connection, whether down the street, across the country or world. They form bonds that impersonal 'e-communicae' cannot measure up to. Letters speak to a person as if they were right there. They describe news in your life, your hopes and dreams, your joys, sadness and deepest thoughts.

Letter writing is a beautiful skill and a gift. So if you haven't written a letter in along time, pick up that pen, grab a sheet of paper and do it. It is never too late, and think of the joy for you and the person who will receive it!

# newsfeed **Tidbits**





Strategy & Communications Manager, Peter Neal shakes hands with Len Peckham

### Farewell to Len...

After 15 years of service Norwood's Len Peckham said farewell at the branch's 57th birthday

Len was having breakfast some 15 years ago, when his eyes were drawn to the Milk carton. Three simple words stood out... We need you! It was a promotion for MoW. Inspired, Len called and was volunteering at Norwood Branch the next day!

MOW has so many great stories of volunteering, what makes this one extra special is that Len lived in Tea Tree Gully and made the trip to Norwood every week! Congratulations and thank you Len.

# newsfeed

### New name winners!

In our last issue we invited feedback from our readers on a new name idea. As you can see we have changed the name and we are sure you agree that it better reflects the new style of the newsletter and plays on a word too!

There were two people who took the time to provide input and they deserve a gift voucher for a meal at their favourite eatery! Thanks to Jane Good of Edwardstown Branch and Ted Langford of Port Pirie Branch.

## Christmas Closure Advance Warning

Those branches that close over Christmas will deliver last meals on 21/12/12 and start on 2/1/13.

Consider ordering frozen meals to see you through!

## Milestone Birthdays...

## Congratulations to the following branches who celebrated a recent milestone birthday:

- · Blackwood celebrated their 20th Birthday on Saturday 31 March at the branch.
- Streaky Bay celebrated their 35th Birthday on Monday 14 May at the Streaky Bay Bowling club.

#### Other important birthdays...

 Norwood celebrated their 57th Birthday on Monday 26 March at the branch

Apology to Les Cunningham of Mount Gambier for wrongly conferring an Australian Honour in the last issue. We were not in on the joke!

This publication is edited by the Volunteering Department at Meals on Wheels SA. If you would like to follow up or comment on an article, or If you have an article to submit in the next edition, please send a complete article with any photos to Vicki Moll by email: vicki@mealsonwheelssa.org.au or by post: PO Box 406, UNLEY SA 5061, or call 8271 8700. Statements and information appearing in the publication must not be interpreted as having the endorsement or being the opinion of Meals on Wheels SA, which takes no responsibility for the correctness of information, statements or comments made in the publication. If you do not wish to receive a copy of Newsfeed, please call us.

A Member of the Australian Meals on Wheels Association



# Make a donation of time or money...

Please contact us to enquire about becoming a Meals on Wheels Volunteer. It's a rewarding role working with interesting people and it is something you can manage to do as little or as much as you want or can! Call our Volunteering Team now on 1800 854 453 to find out more.

Sometimes we do not have the time to volunteer and would still like to help. Indeed we may simply wish to recognise the difference Meals on Wheels has made to someone's life.

We have many projects and ideas that could use your support through donations, beguests and so on. All donations to Meals on Wheels are tax deductible.

#### Here's how to give;

You can donate on line at our website mealsonwheelssa.org.au, freecall now on 1800 854 453, or complete the form below and send it with your donation to:

#### Meals on Wheels SA

Reply Paid 181 PO Box 406 Unley, SA 5061

Name
Address
Phone
Email
I would like to make a donation to assist the work of Meals on Wheels:
\$25 \$50 \$100 Other \$(Donations of \$2 and over are tax deductible)
Enclosed is my cheque/money order OR
Please debit my:
Bankcard Mastercard Visa
Card No:
Name on card
Expiry Date
Signature
Yes. I am interested in volunteer work with Meals on Wheels. Please contact me.

Yes. I am happy to receive contact form

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