

NewsFeed is now 1! And now for the future...

This is the 5th issue of our quarterly newsletter, so we are now one! We trust you continue to enjoy the updates on what is happening with MoW, volunteers, branches and of course our valued clients. Do not hesitate to write to us to share some news. We value your input!

MoWSA makes changes.

Speaking of birthdays, as we approach the 60th successful year of Meals on Wheels nationally and in this state, it is timely to think of the future.

How might we be best placed to manage the increasing needs of our clients and our volunteers?

How should we structure our administration to best serve the needs of branches?

And a host of other important questions!

CEO Sharyn Broer recently announced some important changes to the organisational structure for Meals on Wheels and its Central Office.

The proposed structure creates four functional units reporting to the CEO.

The centrepiece of the new structure is a regionalised Service Operations function responsible for producing the core MoWSA product – delivered meals, through the efforts of our geographically dispersed branch teams. All branches will be grouped into regions, and staff will be assigned to a region.

Every branch will have a 'go to' person who has an intimate knowledge of the branch through regular visits.

These 'regional support officers' will be multiskilled and able to assist with inducting and training Branch Officers and volunteers in a range of duties. They will be problem-solvers and advocates for the branch and will be the main conduit of information to and from Central Office.

The remaining functional areas of Facilities & Food Services, Corporate Services, and Strategy & Communications, exist to support the Service Operations function.

They are designed to minimise cross-functional boundary issues by grouping activities that are highly interdependent within the same functional unit.

"Since starting my tenure as CEO of MoWSA, I have been listening, observing and talking with many people, especially at our branches".

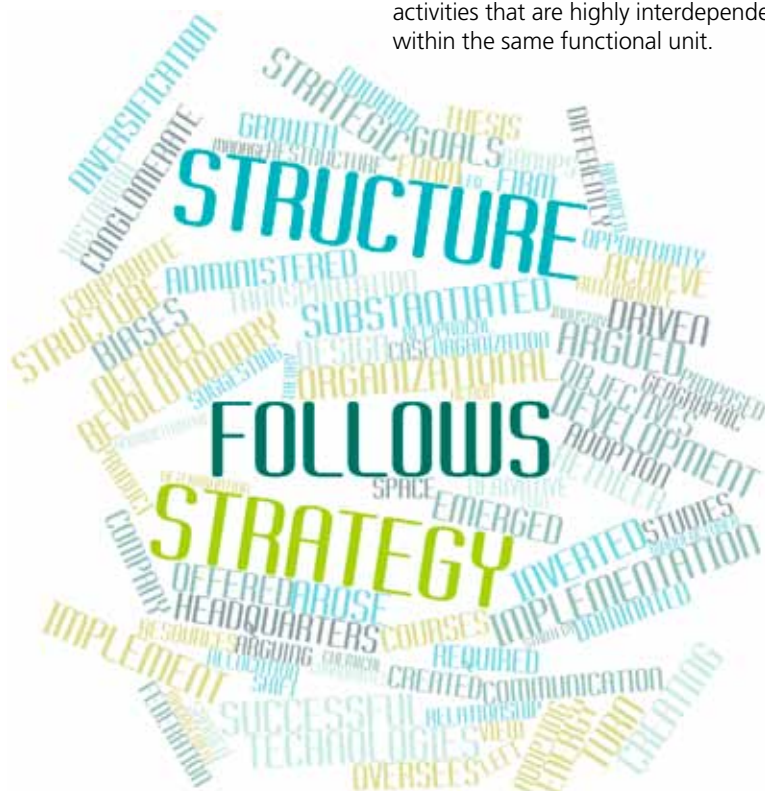
"What is clear is that we must be ever mindful that our administration and support functions, are focussed on helping our volunteer workforce at branch level. It is through them that MoWSA delivers the best possible service for our clients... in essence, we exist to support our branches".

"The size and complexity of our organisation, drives a need for simplified structures and communication channels, and a more direct approach that works with our branch network. Rather than fostering a feeling that we are imposing on them", she said.

"The board has endorsed this new structure to underpin the new strategies that we are putting in place for the future of delivered meals services in this state. We now know the scope of the federal government review of delivered meals services as part of the HACCP program. Whilst only about 20% of our revenue is through this program, it is an important driver of our future direction", said Sharyn Broer.

More details of the changes will roll out in the coming weeks with branch engagement at the forefront.

Our diamond anniversary looks like being the start of an exciting new era for MoWSA, its people and clients.



Inside

Comment from the CEO	2
Smoke Alarms	2
Burnside Council Meals	3
Enfield get their hands "dirty"	4
Introducing Choice for our clients	5
Tidbits	6



Comment from the CEO...

Welcome to the "Autumn" *NewsFeed*, our quarterly communication with clients, volunteers, staff and supporters of Meals on Wheels.

As our front cover story says, we are making some changes at MoWSA!

The past 2 years or so have been a vital consolidation period for our organisation.

In my travels as CEO I have been very careful to listen, observe and absorb the wealth of knowledge residing in our branches.

Communication was identified very early on, as one key area that needed to be reviewed, streamlined and improved, for our organisation to remain successful in the future.

We have over 8000 volunteers in some 90 branches. I stress volunteers!

Every day these people give of their time to help run the organisation, not only produce and deliver the meals.

The least we can do is to try and make their tasks easier and simpler.

One key area I have identified is the need to give our branch management the opportunity to have a closer working relationship with the corporate functions we offer. In my view this is critical in our desire to provide answers.

Short lines of communications and being able to talk with someone across the range of topics that face a branch operationally is, I believe, the way ahead.

The Central Office structure has not been reviewed for more than five years. Though there have been some opportunistic changes to specific positions, the functional areas have remained largely unchanged. Along with a need to ensure that the structure fits the organisation's strategic

intent, there is evidence that the structure is not supporting branches as effectively as it could and that it is contributing to a declining organisational culture.

These organisational changes are designed to minimise "silos and handballs" by grouping activities that are highly interdependent within the same functional unit.

In the coming months we will be adapting our central office operations and processes, and will look to share and talk as much as we can with branches.

The desired outcome is a structure that reflects the changes in the way we need to do things, efficiently and cost effectively.

Sharyn Broer
CEO Meals on Wheels, SA

Smoke Alarms

There are some important issues around smoke alarms for every household.

- Smoke alarms can help save lives by providing occupants with early warning about house fires.
- Fitting a smoke alarm in your home will help you protect your family by getting them out quickly if a fire was to occur.
- All South Australian homes must be fitted with a working smoke alarm.
- Homeowners and residential landlords are responsible for ensuring a working smoke alarm is installed in the property.
- The type of smoke alarm you require depends on when you purchased your home or the age of your home.

- Fines of up to \$750 apply if alarms are not installed.

Where can I get more information?

Our fire authorities in SA have some comprehensive information on fires and fire safety:

- Here's a link to a brochure on smoke alarms
- http://www.mfs.sa.gov.au/site/community_safety/brochures_for_downloading.jsp
- http://www.cfs.sa.gov.au/site/location_of_smoke_alarms.jsp

It is strongly recommended that batteries are changed each year.

An ideal time to do this is when you change your clocks back at the end of Daylight Saving, that's why they say...

Change your clock; change your smoke alarm batteries.

If your smoke alarms are powered by a 9 volt disposable battery change the battery once a year or if a 'battery low' warning 'beep' is emitted.

Ensure that the appropriate battery is used for the smoke alarm you have installed. (Refer to the manufacturer's instructions.)

Mark it on your kitchen calendar now and ask a local community service club if you need help with the battery installation...stay off ladders if you can!

Stay safe!

Round up from the Meals on Wheels Branches...

Shape the future of Volunteering... Share your Meals on Wheels story with us!

Here's a chance to share with us, your experiences with Meals on Wheels.

By participating, your voice will be heard and you will help shape the future of Meals on Wheels in Australia.

For more details please visit:
<http://project-ion.webs.com/amowa-volunteers-survey>

The nationwide survey is scheduled to take place from April until June 2013 with a pilot survey taking place in mid-March.

You will see from the survey link that we are not asking for individuals to be identified. So it is confidential!

Why are the questions asked in non-traditional ways?

Special Research Technique...

Throughout history the primary way that people convey complex knowledge is through story telling or relating their experiences.

By asking specific questions about those experiences, more is learned about


what that experience means to the person relating it.

The answers to the questions in this survey will be analysed using SenseMaker® software, which has been specially designed to analyse people's stories and experiences.

SenseMaker® has special methods and tools to identify patterns in the stories told, allowing the researchers to obtain insights that would otherwise not be available using traditional survey techniques.

This will provide the researchers with a greater understanding of MoW volunteering in Australia, and assist decision makers in shaping the future of volunteering across Australia.

This research is an Australian Meals on Wheels Association survey, supported by our Australian Meals on Wheels Partner Challenger.

challenger 

Mitcham Rotary helps Mitcham MoW

The Rotary Club of Mitcham has given a grant of \$4,000 to Meals on Wheels Mitcham, as part of their ongoing community grants program.

The money was used to purchase 5 Hot Box Trolleys and a Washing Machine – very useful purchases indeed!

The Past President of Mitcham Rotary Robert Nottage and Chair of Community Projects Greg Earl recently visited the Kitchen to view the items purchased in action, and to hand over a great big cheque!



Seen at the handover (L-R) were Mitcham Rotarians Greg Earl and Robert Nottage with Mitcham MoW Treasurer Bill Neeskens, Kitchen Supervisor Judy Stone, Welfare Officer Mary Cheesman and Chair John Kelley.

Burnside Council Meals

Meals on Wheels Burnside joined forces with Burnside Council in February, to establish a process to provide lunches for older residents in the area.

Burnside Meals on Wheels will prepare lunches each weekday which will go to the Burnside Council's Community Centre. The meals will be served by council volunteers to lunchtime guests who book with the council and eat in a special reserved area.

Burnside's Community Lunch Program was under review last year, as part of the council's budget deliberations.

Burnside Council decided to retain the program after Burnside MoW raised the concept of doing the meal preparation side of the community lunch program.

Meals on Wheels SA Chief Executive Sharyn Broer said, "Volunteers from the Burnside branch approached me with the partnership idea and I took it to the council in June.

Burnside Meals on Wheels have decided to undertake this partnership as they are members of the Burnside community and see it as an opportunity to reach more people".

Burnside Chief Executive Paul Deb said the arrangement would mean great value and nutritious meals. He said it also meant that we are using ratepayers' money more prudently.

The new system is working well both at Burnside Kitchen and Council! The food is well received and people keep coming back, the council said.

Enfield get their hands "dirty"

The Port Adelaide Enfield Council recently granted a 5 year lease on a small plot of land adjacent to the Meals on Wheels Enfield Branch kitchen, which will be used to develop a small community garden.

The garden will provide Enfield Meals on Wheels with fresh vegetables and herbs free of pesticides which will be used in the preparation of meals.

The council has asked for some practical and useful measures to be put in place and Bunnings Churchill Road centre have offered staff and advice as well as some practical donations in making sure this garden is the envy of the region!

Bunnings staff are not only providing "green thumb" advice, they also plan to develop a volunteering relationship



Pictured are Enfield Chair Roger Dermody and volunteer Michael Clarke, in the garden ready to get started. Thanks to the Messenger's Noelle Bobrige who took the terrific picture.

with the Kitchen to further their community involvement.

Bunnings have continued to offer advice and donations toward the construction of four raised garden beds measuring 1 metre by 4 metres each.

Good soil is on the priority list too. With the approach by one of the branch's valued volunteers, Pooraka Sand and Metal have donated the 4 tonnes of soil that was required!

Enfield volunteers have also been busy fundraising for the project.

They have held sausage sizzles at both Office Works and Bunnings and raised a goodly sum toward the rest of the project.

The volunteers at MoW Enfield are eager to commence the garden. Branch chair Roger Dermody says... "We are really excited about this terrific community based project, which will add enjoyment to our team and really fresh local produce to our meals".

We will keep you posted on how their first crop turns out!



Shadow Minister visits Glenelg

Glenelg Branch recently hosted the Federal Shadow Minister for Seniors, the Hon. Bronwyn Bishop MP, at the Kitchen. She spoke to lots of volunteers, picked up some tips and was seen here with Hindmarsh candidate Matt Williams, getting the "lowdown" from volunteer Raylene! Mrs Bishop is one of the most experienced federal members in matters related to older Australians and was very interested in the work done by MoW especially in SA.

Editor's Note: NewsFeed will continue to faithfully report all visits by all politicians before during and after elections, in the interests of balanced reporting.

Introducing choice for our clients

For some time MoWSA has pondered the matter of offering choice of a main meal for our clients. Anecdotally we had received positive reaction to the idea from clients, branches and others with an interest. For many the MoW visit and meal is a daily highlight and as they say variety is the spice of life!

We initiated a project in 2011, to determine whether it was possible to offer a second choice of main course to clients, without creating too much hassle or burden on our system and processes.

The project was led by Kevin Cunningham, a valued professional in catering who has a wealth of knowledge and understanding of MoW kitchen processes. We applied for and received a HACCC grant. The project was trialed at the Happy Valley and Northfield cook chill kitchens, and Enfield and Woodville fresh cook kitchens, to try out the ideas in a variety of settings.

Happily, all trial kitchens reported the process as a great success, with the highlights being:

- Clients' appreciation for being given the opportunity to "choose" their meals.
- Clients' gratitude of the project and their appreciation to all the volunteers who carried out additional responsibilities involved in the project.
- Volunteer enthusiasm and willingness to make the project a success.

And results from a survey conducted amongst clients, showed a large percentage reporting that they ate more of the meal and were more satisfied as they had chosen it themselves.

At the same time MoWSA also was in the midst of major market research and overwhelmingly current, lapsed and potential clients embraced the idea.

As a result of the trial and feedback our Board endorsed the roll out of choice menus. They are now operating and offered at; Northfield, Happy Valley, Woodville, Enfield, Mt Barker, Findon,

Unley, and Campbelltown. With more coming on line each week!

Client Perspective:

How does 'Choice' work for Clients?

- Volunteers deliver clients a menu planner, with main course options listed for each day.
- Clients simply place a mark alongside their choice of main meal, for each day on the menu planner.
- Volunteers pick up the client's selections on the days nominated.

It's that simple!

And the proof? 92 year old Olive states...you are never too old for change!

Olive Mitchell, one of many valued clients, has been receiving Meals on Wheels for 18 months, and was very excited to receive her first 'choice' meal as we were putting this issue to print. She has found the new process of selecting her meal choice to be very easy.

Olive is also excited to be receiving a cold entrée once a week in the summer months, in place of a hot soup. As Olive stated, 'a little variation makes a big difference!'



Olive Mitchell choosing her meals for next week's delivery.



Woodville volunteers Valentine & Martin packing the two choice meals.

Branch Perspective:

In his own words Robin Cram, Woodville Chair/Welfare Officer says...

"Several months ago we at the Woodville kitchen introduced to our clients on standard meals, a 'Choice'. This allowed our clients to choose one of two main courses offered, to be delivered on weekdays.

At first our branch thought this would be too hard and too much extra work for our volunteers. However, with careful planning and assistance from the Project Officer, Kevin Cunningham, and MoW Kent Town, we continued cooking only one main meal, and received the second choice meal from Kent Town kitchen.

This allowed us time to adjust to new planning and paperwork. After only a few weeks we decided to cook both choices ourselves. We were wonderfully surprised how easily this transition occurred, and now it is just second nature!

On each Monday we send out the menus and collect and collate them by Thursday. Menus are set by Kent Town but we still choose the sweets and soups.

Woodville volunteers have found, because of their involvement in the programme, our clients are feeling more readily to talk about their eating habits, diets and food consumption.

I also feel that their input has lifted their self-worth and as one client stated "it's just not being taken for granted". I can highly recommend the choice program to all". – Robin Cram, Woodville Chair, Welfare Officer.

Summary: Everyone loves it when a plan comes together! And the careful planning around the Choice Program has made it easy for both clients and branches. Oh, and the queue forms here!

Did you know?

There's a lot about Meals on Wheels that we can forget or overlook. This is the first of a regular feature in NewsFeed to remind us of some of the basics...

Eligibility...

It's often thought that we only look after older Australians in the community. Not so!

Who can get Meals on Wheels? You, or someone you know, may be; in their senior years, recovering after hospitalisation, a major illness or surgery, a person with a disability, a carer, or needing assistance due to a special circumstance.

Our meal service caters for people with a wide variety of support needs, not just meals for seniors. If people in these circumstances need support as they are unable to prepare a meal or shop for themselves with ease, we can provide a solution.

Milestone Birthdays...

There are no milestones' to report this issue but we have some terrific acknowledgements to share...

This time of year, many communities recognise well serving citizens, some of whom volunteer with Meals on Wheels.

We'd like to congratulate all of the following (and any we may have missed):

- Joanne Dickson of Kapunda Branch received Light Regional Council's Australia Day Citizen of the Year. She has volunteered at Kapunda MoW for 35 years.
- Bill Revell of Peterborough Branch received Peterborough Citizen of the Year. Bill has volunteered at MoW for 7 years.
- Gay Lamond of Balaklava Branch received Balaklava Area Committee's Achievement Award. Gay has been a volunteer with MoW for 13 years.
- Shirley Stokes of Mount Barker Branch received Mount Barker Citizen of the Year. Shirley has volunteered for 18 years.
- Ora Jenke of Eudunda Branch was awarded Eudunda's Citizen of the Year. Ora has been a volunteer at MoW for 15 years.
- Laurie Ablett of Gilbert Valley Branch received Clare and Gilbert Valley's Citizen of the Year. Laurie has been volunteering at MoW for 15 years.
- Special congratulations to Raelene Bussenschutt of Kadina Branch, who was awarded an OAM.
- We would also like to acknowledge Louise Niva, volunteer of West Torrens Branch who recently edited a book entitled "A Wash of Words" by Murray McGough.

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, bequests 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 _____

CCV number _____
(The 3 digit number on the back of your card)

Signature _____

Yes. I am interested in volunteer work with Meals on Wheels. Please contact me.

Yes. I am happy to receive contact from Meals on Wheels.

Volunteers please note: We are seeking your up-to-date contact details and your email address. Please complete the form or contact the Volunteering Team!

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.