



Meals on Wheels
Bundaberg

Newsletter

October 2020

06-2020

More
than just
a meal



Service Manager Message

This month an important month for our service, Annual General Meeting, planning for and preparations for the end of year. We have seen our service expand greatly this year with COVID-19 so preparing for the 'silly' season is essential. We will discuss in this newsletter some of those preparations and how it will impact our deliveries.

I would like to take the opportunity to thank Cory Pignatelli who is stepping down from the Board this year. Your dedication to our service with sharing your knowledge in governance and leadership as a Board Member was greatly appreciated. However, we are not losing you altogether, Cory will still be volunteering his time with vital parts of our service into the near future.

Be advised our service will be closing over the Christmas break from Friday 25th December 2020 with service recommencing Monday 4th January 2021.

Not long now and you'll be receiving the new 2021 calendars. A huge thankyou to the students of Walkervale State School who provided the fantastic artworks and to those businesses who have supported our calendar. Every household that receive our meals will receive a free calendar, these are printed onsite and would love to hear your feedback for future calendars.

Also we will be hosting a Christmas Raffle this year, look out for us at Hinkler Central near Woolworths towards the end of November and early December. Tickets will be available on the runs with our drivers next month.

Thank you all who provided feedback regarding last months sudoku puzzle, every month try to mix it up with new and different puzzles. See how you go with the months Crazy Kakuro Puzzle.

There has been mention over the month about clients who aren't overly happy or impressed with

the service or care given by Services Providers here in the Bundaberg Region, In this newsletter we will discuss the advice given by My Aged Care in talking to your provider about your needs, process in making a complaint and what you need to do if you wish to change providers.

I wish you all the best over the upcoming month, keep safe,

Kind regards

Brendon Searle

Service Manager

Bundaberg & District Meals On Wheels Inc.



Office News

Next month you'll be receiving notices from our office in relation to ordering meals over Christmas. When the forms come out with our drivers please complete as soon as possible. Be advised that frozen meals for this period will be delivered between 14th to 18th December 2020.



What's Cooking

Speaking of Christmas, it's getting close to ordering Rum Balls (Only the best Rum used- Bundaberg Rum), Apricot balls and White Christmas (no copher used like in traditional recipes, we use white chocolate, only the best for our clients)

Order forms will be coming out next month, so get your orders in!



Volunteer Drivers

Reminder meals are delivered between 10:30am to 12:30pm, as we get busier the time your meal normally arrives may change so we ask for patience, our drivers are on their way.

If you don't receive your meal by **12:30pm then call the office** and we will follow-up our driver.



Meals on Wheels
Bundaberg

Open Monday to Friday
8:00am to 4:00pm
Closed Public Holidays

10 Eastgate Street
Bundaberg East 4670
Bundaberg & District
Meals on Wheels Inc. PO Box 740

ABN: 35 862 882 474



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BUNDABERG 4670

Phone: 4151 5825

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How Are You?

A topic that has arisen over the past month with a couple of our clients, is in relation to Service Providers with the feeling of being trapped in a service that you're not happy with.

The My Aged Care website features information on your options, below is an extract from the site:



'I have concerns about my service provider'

You have the right to make a complaint about any aspect of the care and services you receive from an Australian Government-subsidised service provider.

1. **First contact your service provider**

Whether you're concerned about the quality of your care, how you are treated by staff, the accuracy of your invoices or the choice of activities provided by your aged care provider, the first step, if you feel comfortable, is to contact your service provider directly. Discuss your concerns with them to see if they can help resolve your issue. Every service provider has their own complaint process to follow.

2. **Not satisfied with the outcome?**

If you're not satisfied with your service provider's response, you can make a complaint to the

- *Aged Care Quality and Safety Commission* online
www.agedcarequality.gov.au or
- Call 1800 951 822.

Anyone can make a complaint and the service is free. You can complain anonymously, confidentially or openly. You can contact the Commission even if you haven't spoken with your provider first.

How do I change providers?

Call My Aged Care on 1800 200 422 to re-activate your referral code. You need this referral code to give your new provider before you can start receiving their services. ...

If you need more time then you can call My Aged Care and request a 28 day extension.

For further information about your rights and services available under My Aged Care visit www.myagedcare.gov.au

Remember you have

'The Freedom of Choice'



Helping Hands

Over the next few issues we will be introducing members of our Board.

Wayne Evans



Being a member of Lions Club Of Bundaberg for almost 30 years , The club that started Bundaberg Meals on Wheels more than 50 years ago and being involved with many Lions projects building covered areas ,storage sheds , gardens, smoko tables etc at the Meals on Wheels site In 2013 after the kitchen was flooded I helped pick up frozen meals from Maryborough and Hervey Bay and at this time I was asked if I would like to join the Board of Directors which I excepted.

These days I help deliver meals to Watch house , pick up bread from Woolworths and small jobs around the site It is rewarding to see how the business has grown over the years and is providing a much needed service to the community



Donations



Thank you to Bargara Lionesses for donating \$500 towards assisting our clients in need.



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What's On

Bundaberg Meals On Wheels



- 1st Prize-** Wheelbarrow Full of Household Essentials
- 2nd Prize-** Christmas Hamper
- 3rd Prize-** 6 Month Free Meals from Bundaberg Meals On Wheels (*T & C's apply*)

\$2 per ticket on sale November 2020



Christmas Market

Sunday 29th November 2020

10am – 3pm

Gemclub Grounds (Kendalls Road)

Rocks, Jewellery, Takeaway Food



Puzzle Me This??

How did you go last month?

Solutions:

Samurai Sudoku

7	8	9	4	6	5	2	3	1	2	6	7	5	9	3	8	4	1																				
5	6	1	3	8	2	7	9	4	1	3	5	4	2	8	6	7	9																				
2	4	3	1	7	9	5	8	6	8	9	4	6	1	7	5	2	3																				
1	3	8	9	5	7	4	6	2	7	5	8	9	3	2	4	1	6																				
6	2	5	8	4	3	1	7	9	6	4	1	7	8	5	9	3	2																				
4	9	7	2	1	6	3	5	8	3	2	9	1	6	4	7	8	5																				
9	7	6	5	2	4	8	1	3	9	5	2	4	7	6	2	5	1	3	9	8																	
3	1	4	7	9	8	6	2	5	4	8	7	9	1	3	8	7	6	2	5	4																	
8	5	2	6	3	1	9	4	7	3	6	1	5	8	2	3	4	9	1	6	7																	
4	7	1	2	3	5	8	6	9	5	7	9	6	4	1	8	7	9	2	5	3																	
3	8	2	7	9	6	1	5	4	9	2	3	7	9	5	6	2	3	1	4	8																	
5	9	6	1	4	8	3	2	7	3	8	4	2	3	8	5	4	1	9	6	7																	
6	7	1	9	4	5	2	3	8	4	3	2	5	1	7	9	8	6	9	1	7	3	6	4	8	2	5											
9	2	5	8	7	3	1	6	4	8	2	3	7	9	5	6	2	3	1	4	8	3	8	4	2	1	5	7	9	6								
3	8	4	1	2	6	7	5	9	6	1	4	2	3	8	5	4	1	9	6	7	5	2	6	9	8	7	4	3	1								
4	3	2	5	1	7	9	8	6	9	1	7	3	6	4	8	2	5	8	1	9	6	3	2	4	7	5	4	6	2	3							
7	5	6	4	9	8	3	1	2	4	6	2	1	5	7	9	6	8	7	3	4	9	6	5	1	2	8	7	3	4	9	6	5	1	2			
8	1	9	6	3	2	4	7	5	4	6	2	1	5	8	3	7	9	5	2	6	9	8	7	4	3	1	1	5	9	7	3	2	6	8	4		
1	9	8	7	5	4	6	2	3	8	7	3	4	9	6	5	1	2	2	6	7	3	8	9	5	4	1	1	5	9	7	3	2	6	8	4		
5	4	3	2	6	1	8	9	7	3	8	9	5	4	1	1	5	9	7	3	2	6	8	4	1	1	5	9	7	3	2	6	8	4				
2	6	7	3	8	9	5	4	1	1	5	9	7	3	2	6	8	4	1	1	5	9	7	3	2	6	8	4	1	1	5	9	7	3	2	6	8	4

KRAZY KAKURO

KAKURO RULES

Just like in sudoku, fill in the grid with the digits from 1 to 9. Each group of digits must add up to the number that is just to the left or above it. No group can repeat the same digit twice.

Although they are aligned vertically or horizontally, a group does not necessarily span the whole column or row. This means that although you may not repeat a digit within a group, you may repeat it within a column or row. There is no requirement to use all of the digits.

Good Luck!

		30	4	24		4	16
	19				10		
	16				9		
39							
15			10				
			23			10	
	16			4			
				6			16
		9			12		
	14	16			4		
35							
16			7				

		11	5		15	15	
	3			17			
	3			4			
22							
3			4				
			11			10	
	8			3			
				7			8
		4			4		
	4				3		
		21					
	3			4			

Solutions will feature in next month's newsletter.