



**BUCKETTS  
WAY** Neighbourhood  
Group Inc.

## Meals on Wheels Update



*Client Lorraine with Volunteers Priscilla and Pam*

### Double the drivers

Our busiest delivery days are Monday, Wednesday and Friday. On these days, our hard-working volunteers often have upwards of twenty houses to visit in a very short space of time. Anyone having a meal on Wednesday also has the option to have a copy of the Gloucester Advocate delivered with their meal.

From 2 May 2022, to make this more achievable for our volunteers we will be dividing the delivery between two drivers with two separate delivery routes in the community on Mondays, Wednesdays and Fridays. This will allow our clients to receive their meals in a timely manner.

### A little extra time makes a big difference

Chef Naomi does an amazing job preparing quality meals in bulk from scratch, but the increase in demand means she needs a little more time to prepare and cook.

From 2 May 2022 meals will be delivered between 12.00 pm and 2pm. This is just half an hour later than meals are currently delivered, but it will make a big difference to Naomi.



*Corrina, Naomi and Emily – the hard-working people behind the scenes.*

### OUR SERVICE IS EVOLVING TO MEET GROWING DEMAND

As our Meals on Wheels service expands we have explored ways to increase the number of freshly-cooked meals our team can produce and deliver each day. After-all, we don't want to have to turn anyone away.

In order to meet this increase in demand, from Monday 2 May 2022 we'll be making a few changes to the way our service operates.

### BEHIND THE SCENES

Our amazing volunteers are the face of our service as they deliver meals to the community, but we also have a strong team of professional care workers toiling away behind the scenes to handle the day-to-day operations.

Let's give you a proper introduction to the behind-the-scenes people. ▶

### TEAM BIOGRAPHY

#### CORRINA- Team Leader

I moved to Stroud Road in 2019 with my young family, our cat, a Kelpie and lots of chickens. I have been a nurse for 20 years specifically in Aged Care & hold qualifications in Management & Leadership. I love what I do, being able to not only support local people, but educate & mentor staff to deliver high quality services.

#### NAOMI - Supervisor

I am a qualified Chef with 17 years' experience & I enjoy exploring new techniques and dishes. I have been with BWNG since August 2021, and although this role is very different to what I've done previously, I love being able to provide a unique service to our clients.

#### EMILY - Trainee

I am a qualified Support Worker & have been with BWNG for just over a year. I first moved to Gloucester when I was one year old & recently returned after living in Newcastle for three years. My Career goals are to help clients keep their independence. I'm currently studying Cert IV in Community Services & would like to move on to diploma-level study once finished.



Kylie and Volunteer Christine Bolton sending out the first hot meal in 2018.

**Almost 9,000** Hot Meals  
**More Than 7,000** Frozen Meals  
**Almost 3,000** Hours spent in delivery



“ SINCE I HAVE BEEN USING MEALS ON WHEELS MY WEEKLY SHOPPING COSTS HAVE DECREASED AND I HAVE A VARIETY OF HEALTHY MEALS DELIVERED TO MY DOOR BY FRIENDLY AND CARING VOLUNTEERS!” ”

- BERYL

After re-launching Gloucester's Meals on Wheels service from 'Blueprint Training Kitchen', our team felt honoured to be recognized with the Meals on Wheels NSW 2018 Innovation Award. The project was a joint Initiative between our Aged Care and Training Services teams.



## FOUR YEARS OF GLOUCESTER'S RE-BOOTED MEALS ON WHEELS SERVICES

Saturday 23 April 2022 will mark four years since BWNG re-launched Gloucester's Meals on Wheels services from 'Blueprint Kitchen' – a training and social venture initiative set up by BWNG through grant funding.

Prior to the launch of 'Blueprint' and the recommencing of fresh, hot Meals on Wheels the Gloucester services was providing approximately one frozen meal each week.

### So what have we accomplished in four years?

The name 'Blueprint' was chosen for the venture because a blueprint is the start of something – and it certainly was!

Through the 'Blueprint' initiative we provided employment for seven local people, partnered with Gloucester High School to provide training and development opportunities to local young people, and injected \$212,000 in employment back into the Gloucester community.

Since 2018 we have provided over 16,000 meals to local people, and our volunteers have spent almost 3,000 hours on the road delivering these meals. We expect to provide over 5,000 meals this financial year alone as demand continues to grow.

### What's next for the service?

The next exciting step for our team will be the implementation of a 'Chill Blaster' - a piece of kitchen equipment which chills hot food rapidly and safely, as per requirements under the vulnerable persons act.

Rather than buying in frozen meals from further afield this will allow our team to produce quality frozen meals from locally-sourced ingredients, which means better-quality meals and more money retained within our community.

We are realistic about the current state of the world and have no doubt that there will be many challenges ahead of us, especially as the COVID-19 pandemic wears on.

As a team BWNG is committed to tackling any challenge the future throws at us with our trademark grit and resilience. We thank you for being a part of our journey, and encourage you to reach out to our team with any questions you may have about the evolution of our Meals on Wheels service, by calling Ph: 6558 24544.



**Back:** Anna Burley, Vicki Harris, Jodie House. **Front:** Bev Fagan, Emily Davies, Donna Kemp, Julianne Huntriss, Robert Sparke.