

CLIENT NEWSLETTER

Edition - 1 / 2014



STAFF INTRODUCTION



We would like to introduce you to **Radhika Canchipuram (Executive Officer)**

Radhika started work at Fairfield Food Services in August 2008. Radhika is responsible for the overall direction, co-ordination and efficient management of the organisation ensuring the highest standards of service to the community.

She has been working in this organisation for the past six years and part of her job includes direct involvement with the clients, staff and volunteers.

Radhika is born in India and moved to Australia in 1996 with her family after completing her Bachelor's Degree in Electronics and Computer Science. Radhika completed Diploma in Frontline Management and Advanced Diploma in Community Sector Management. Her education, experience and passion to work in community sector has contributed to her demonstrated leadership strengths and proven ability to manage multiple responsibilities. If you would like to have a friendly chat or would like to discuss any change in your circumstances, Radhika would love to hear from you. Please contact Radhika or the ring the office on 9728 6939 / 9724 1486.

CELEBRATING 50 YEARS OF SERVICE

Fairfield Food Services Inc. recently celebrated its 50th Birthday! It was a terrific milestone and is a true testament to our faithful supporters and the local community for supporting us throughout the years. Each year around our birthday, we reflect on the past and what has allowed Meals on Wheels to serve in this community for the past 50 years. The answer is simple—THE PEOPLE IN THE COMMUNITY. Volunteers have made a difference to Meals on Wheels whether it is volunteering to deliver or package meals, donating financially to provide



meals to our clients or referring someone who may need our service. We could not have celebrated this milestone without your help. Thank You! 2014 will be an exciting year for Meals on Wheels. Our goal is to expand our capacity and increase our homebound client base. This is a lofty goal but we want to Serve more, Care more and Do more. We will need your help more than ever and look forward to working together to make a difference in the lives of the homebound.

PLEASE REMEMBER

Chilled meals must be kept in the fridge until you decide to heat and eat. It must be eaten before the expiry date and NOT placed in the freezer. Frozen meals must be kept in freezer until you decide to heat and eat. You could move a frozen meal the night before to the fridge for better results.

DID YOU KNOW

Below is a list of some key milestones:

- In 1966, the cost of a meal was 20c.
- In 1973 Smithfield Boy Scouts were mowing lawns for clients.
- By 1974, 87 clients were receiving meals daily with a total of 22,418 meals served for the year.
- In 1975 demand had grown for meals with the service having to recruit extra volunteer drivers to deliver the meals needed in the community.
- In 1979 meal price changed to 60c due to the rise in costs. Petrol vouchers for \$1 were given to drivers to reimburse them for petrol usage.
- In 2010 – Change of business name from City of Fairfield Meals on Wheels Inc. to Fairfield Food Services Inc.

New Client Video "Everything you need to know" Launched

The overall aim of the video is to inform the community about the services we can provide to frail aged, people with disabilities and their carers to be able to live independently in the community. The video contains everything clients need to know about Fairfield Food Services including who we are, what food we provide, how the delivery process works, how clients can pay for their meals, what clients rights and responsibilities are and how clients can commence using the service and just how quick and easy it really is.

We wanted to introduce our service to the community in a visual way which helps them to understand us better and how the system works. The video would allow for different learning styles and could be translated into different community languages, would look more professional and would allow clients and the community to view the video in their own time and in their own way.

REMINDERS

Just a reminder to you all that although some of our clients may leave an esky at the door for their meal, because they are going to be away, by law we are unable to comply with their wishes. We ask clients that they contact the Office if they are going to be away and we can make alternate arrangements. Volunteers are not allowed to leave your meals in eskies or containers. You must be home to receive your meals.

HELP US HELP YOU BETTER

We welcome your compliments, complaints and suggestions. Your feedback will help us improve the quality of our information, products and services.

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