

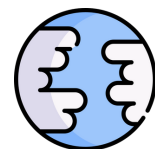


Meals on Wheels Rockhampton Newsletter

MAY/JUNE 2022



Meals on wheels Rockhampton Inc



www.rockhamptonmealsonwheels.com

Farewell Gordon

On the 22nd March we lost our dear friend and long-time Volunteer *Gordon Walker* who passed away peacefully at the age of 74.

Gordon was a much-loved volunteer with Rockhampton Meals on Wheels for 45 years. Gordon was a familiar, cheery face on many delivery runs, particularly run 12, 13 and 15.

Gordon started with Meals on Wheels Rockhampton in 1977, over the 45 years that he volunteered he saw the organisation grow from a small service delivering to 30 plus people to grow to over 300 clients and 14 delivery runs throughout Rockhampton and Gracemere.

Gordon was inducted into the Queensland Meals on Wheels Roll of Honour in 2015 for over 38 years of service. This prestigious award is only given to volunteers with more than 30 years service and Gordon was one of the very few through Queensland that were still volunteering today.

Gordon was much loved by everyone – Staff, volunteers and clients. Everyone has their fond stories and memories of him. His absence has been felt greatly and we miss him dearly.



Current Menu

As our kitchen is currently short staffed due to unforeseen circumstances, there will be no new Winter Menu being released. There will be small changes made to meals on the current menu, however, it won't be a completely different menu which would normally be implemented this time of the year.

We apologise for any inconvenience this may cause.



Feedback appreciated



We wish to thank all of our Clients for their recent feedback on our 2022 Client Review. The information received from these forms allows us to ensure our client information is up to date and allows us to evaluate our service. The feedback received allows us to make changes where possible.

If you still have an uncompleted client review at home, could you please still complete and hand it into our volunteers.

Our staff also gather feedback from new clients through follow-up calls which are done after the client has been receiving meals for at least a month. Information gathered on these calls, allows us to make any necessary changes and ensure our clients are happy with the meals and service they are receiving.



Complaints, Compliments and Feedback



We want to make sure we are doing a good job.



If you are not happy with something you can make a **complaint**



If you really like something you can give us a **compliment**



If there is something we can do better you can give us **feedback**



If you are not happy with your meal service we want you to tell us about it.



If there is something we can do better you can tell us too.

To tell Meals on Wheels about something you can:



To make a complaint or give feedback to Meals on Wheels you can:
Call us on 07 4928 0540



Email us at info@mowrockhampton.org.au



Write to us at PO Box 9890, Frenchville 4701



Ask a friend or someone you trust to help you make a complaint.

Your complaint can be anonymous. You do not have to include your name or any information that would show who you are