



*Made with love, shared with joy.*

**ISSUE#08**  
**DECEMBER 2020**

# NEWSLETTER



## Christmas Special!

Nonna's Cucina Staff & Volunteers  
would like to wish you all a Merry  
Christmas and a Prosperous New Year.

(08) 8240 3491

[nonnascucina.com.au](http://nonnascucina.com.au)

[reception@nonnascucina.com.au](mailto:reception@nonnascucina.com.au)







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 NonnasCucinaItalianMeals

 nonnas.cucina.italian.meals

## A message from President - Rebecca Staltari

2020 has been an incredibly busy and challenging year and I am sure everyone is looking forward to winding down over the break and enjoying some delicious food surrounded by our loved ones. Everyone involved at Nonna's Cucina has worked extremely hard this year and I am so proud of everyone's efforts.

In this season of giving, think about whether you have some time in the new year to help out at Nonna's Cucina. This could include preparing or delivering meals to those in your local area, or joining as a member of Nonna's Cucina to support the important work of the charity. Volunteers and members are a huge part of our service and supporting the community and we are always excited to welcome new people to the team.



There is now a range of Nonna's Cucina merchandise available for purchase, including greeting cards featuring authentic Italian recipes that are perfect for the Christmas season. An example card is featured in this newsletter on page 15. If you would like to purchase cards or any other merchandise contact the office and get your gifts in time for Christmas.

On behalf of the Nonna's Cucina family and board, we would like to wish you a Merry Christmas and a Happy New Year. We hope the festive season brings you happiness and joy spent with family and friends. Thank you to all the people who have contributed to a successful 2020. May God fill your life with love, joy, and peace this Christmas and throughout the New Year.

*Rebecca*  
President





Australian Government  
Department of Health



Australian Government  
Aged Care Quality and Safety Commission

# Charter of Aged Care Rights

**All people receiving Australian Government funded residential care, home care or other aged care services in the community have rights.**

## **I have the right to:**

1. safe and high-quality care and services;
2. be treated with dignity and respect;
3. have my identity, culture and diversity valued and supported;
4. live without abuse and neglect;
5. be informed about my care and services in a way I understand;
6. access all information about myself, including information about my rights, care and services;
7. have control over and make choices about my care, and personal and social life, including where choices involve personal risk;
8. have control over, and make decisions about, the personal aspects of my daily life, financial affairs and possessions;
9. my independence;
10. be listened to and understood;
11. have a person of my choice, including an aged care advocate, support me or speak on my behalf;
12. complain free from reprisal, and to have my complaints dealt with fairly and promptly;
13. personal privacy and to have my personal information protected;
14. exercise my rights without it adversely affecting the way I am treated.

## **If you have concerns about the aged care you are receiving, you can:**

- talk to your aged care provider, in the first instance,
- speak with an aged care advocate on **1800 700 600** or visit **opan.com.au**, for support to raise your concerns, or
- contact the **Aged Care Quality and Safety Commission** on **1800 951 822** or visit its website, **agedcarequality.gov.au**. The Commission can help you resolve a complaint about your aged care provider.



## A message from General Manager - Marco Staltari

Firstly, I would like to extend a massive thank you to everyone involved with Nonna's Cucina during this difficult year. My team of staff and volunteers have done an extraordinary job operating through unprecedented times during the COVID-19 pandemic and still producing high end results. The family at Nonna's Cucina has grown bigger and stronger this year and I am proud of the work we have done to help our community.

In November, we hosted a stall of food and drinks at the Mass for the Italian Festival which took a lot of preparation and commitment from the team to organise on top of our regular duties. The day was a success, and it was nice to see some old faces and meet with new ones too. The team and I were more than happy to help with the Italian Festival celebrations and look forward to doing so again next year.

November continued to be an exciting and challenging month, when we received a call from NOVA radio station asking for some help. NOVA's Ben and Liam were after 500 serves of Carbonara pasta and we gladly accepted the task. After preparing over 500 serves of pasta carbonara to deliver on Monday, a state pandemic lockdown was announced the carbonara event was sadly cancelled. Not



wanting the pasta to go to waste, we got in contact with Hutt Street Centre and donated all the serves to their community which we felt was a good alternative.

We also held an AGM meeting in November, it was good to see our members even during these uncertain times.

*Marco*  
General Manager



*I wish everyone  
a happy, safe  
and Merry  
Christmas, and  
I'm looking  
forward to seeing  
everybody in  
2021.*



## Compliance

2019/2020 has been a challenging year as we dealt with the changes brought upon by the Coronavirus Pandemic. Even with the challenges, we continued to comply with all of our standards and auditing requirements.

We undertook extra cleaning measures and continue to have supplies of sanitiser, disposable gloves and masks for staff and volunteers when they are required. This is in addition to the food safety procedures and hygiene practices we implement for our food safety. We are also continuing with extra welfare checks for clients to ensure their wellbeing is not compromised.

Fluvaccinations are an important measure for infection prevention and a recommendation by SA Health. We introduced a new mandatory flu vaccination program for staff and this was completed in April 2020.

As part of our food safety program we follow HACCP procedures, which are a food safety and risk assessment plan covering all areas of our meal delivery service including production, preparation, packaging and distribution. All our food is temperature tested from the cooking to delivery process and documented accordingly.

Part of our HACCP program is regular microbiology testing where we test our meals, equipment, work benches and even the water we use in the kitchen. We also implement random swab analysis of staff hands to ensure cleanliness. This testing is done quarterly to verify that we comply with our food safety program. To date all of our testing has been clear of any non-compliance and has been of a high standard. Conducting Criminal History checks for all employees and volunteers is mandatory. All staff and volunteers continue to be monitored and renewed as required. Staff were busy with updating their skills through

our vigorous mandatory training program which included renewing our food safety, fire safety, manual handling, first aid, texture modification, best practice/workplace behaviour and wellbeing.

We were audited by SA Health who reviewed our documentation and processes and included an inspection of the kitchen while staff were busy preparing meals. We complied with all tested areas and were praised for our additional measures that we put in place responding to the Coronavirus Pandemic.

Global Compliance Certification (GCC) also audited us for our HACCP accreditation to review our documentation and processes against best practice in the industry. We did extremely well with compliance in all areas. We have recently been recognised by GCC for best practice for the implementation and maintenance of our verification system including our regular microbiological testing and bi-monthly internal verification audits.

*Luisa Greco*







## Christmas Closure Dates & Information

Nonna's Cucina wishes to advise all clients that we will be closing over the Christmas & New Year period.

Nonna's Cucina last day of service will be

**Thursday 24th December 2020**

and service will return on

**Monday 4th January 2021.**

During this period of closure, frozen meals will be available to you. If you require meals for this period, please call the office on 8240 3491 or email [reception@nonnascucina.com.au](mailto:reception@nonnascucina.com.au) as soon as possible to order.

**Nonna's Cucina Staff & Volunteers  
would like to wish you all a  
Merry Christmas and a Prosperous New Year.**



## News & Updates

### Gift Cards

If you are looking for Christmas gift ideas, Nonna's Cucina has you sorted! Our new gift cards written by Rosa Matto and designed by Victoria Placentino are great idea to send your personal messages to loved ones over the holidays. Attached to the cards are a delicious recipe for you to try from home. We are also selling our merchandise including cooler bags, bottle openers, aprons, polos, and hats.



### Adelaide Italian Festival

On the 14th of November, Nonna's Cucina catered for The Adelaide Italian Festival's Mass celebration at The St Francis Xavier's Cathedral in the city. The Festival celebrated immigrants of Italians to South Australia and recognised the incredible sacrifice they made and the cultures and traditions they carried with them. It was great to be a part of The Adelaide Italian Festival and we look forward to more events like this in the future.

### New Van

Our fleet of delivery vehicles has expanded once again, with our latest inclusion being a new Hyundai iLoad Van. The van displays our customised Nonna number plates and will help deliver meals from our kitchen at Royal Park to our Firle drop-off location.



### Crossword Answers

#### Types of Pasta Word Search







## In 2019 ACM Concrete, owned by 3 brothers, became our first major sponsor since opening in 1999.

ACM Concrete has a strong family history of concreting, with both a father and uncle in the industry for over 50 years. Starting in our early teens, we often helped our father Michele on the job site. With concrete in the blood, it was inevitable that the family business would carry on.

At ACM Concrete, we pride ourselves in our reliability, professionalism and workmanship. We approach each job as if it is our own, working with clients to transform their concepts and visions into a reality.

It is often said that “A sign a of a good tradesman is one who calls when they say they’ll call, arrive on the job on time and clean up after themselves as if they were never there”. ACM Concrete operates this way as we understand what our clients want.

As Members of the Master Builders South Australia, licensed builders and over 20 years of experience, you are guaranteed to get the best quality finish every time.

**Give them a call on 0411 063 177.**



## Garden Makeover

We would like to thank Cesare, Nancy and Victorio for the unbelievable work on the garden at Royal Park. They have all contributed several hours to help grow and maintain the garden and it is looking terrific. In addition to this, we have placed a number of new statues and ornaments to the garden area. We hope our flourishing garden has created a space for staff and volunteers to enjoy in their break time.







nonna's  cucina

*Made with love, shared with joy.*

At Nonna's Cucina, we will help  
make your events stand out with our  
catering; great for birthdays, social &  
sporting functions, corporate or office  
catering and family gatherings.

Phone  
**8240 3491**

Italian Home Delivered Meals & Services  
**[www.nonnascucina.com.au](http://www.nonnascucina.com.au)**

Follow us on



/NonnasCucinaItalianMeals



@nonnas.cucina.italian.meals



## Thank you to our Volunteers

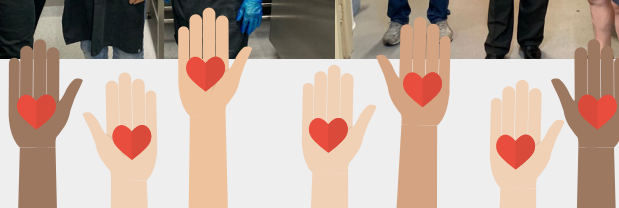
I would like to say a big thankyou to all the volunteers here at Nonna's Cucina. You all do amazing work every day and we are truly grateful for your efforts here at Nonna's Cucina and in your community. I was slightly worried about being given the task of managing all the volunteers, but you are all such amazing people and have made the transition into my new role smooth, thank you. Your support and dedication this year, especially during the most challenging COVID periods has been phenomenal. I enjoy seeing each and everyone of your smiling faces because it creates an amazing atmosphere around the workplace and Nonna's Cucina would not be here today if it were not for all of you. I wish you all a merry christmas and a happy new year, enjoy the holiday break and I hope to see you all back in the new year.

*Luca*  
Office Coordinator



### Advocacy

ARAS	(08) 8232 5377
Living with COVID	1800 171 866
LASA	1300 111 636
COTA	(08) 8232 0422
Beyond Blue	1300 22 4636
Disability Rights Advocacy Services	8351 9500
Diabetes Alzheimer's Australia SA	1800 100 500
Seniors Information Services	8168 8776



If you would like to volunteer, contact us at 8240 3491 or send an email to [reception@nonnascucina.com.au](mailto:reception@nonnascucina.com.au)



## Types of Pasta Word Search

N O X T A G L I A T E L L E F H U  
 Y E U D I C S V G J Z U C M R J G  
 B L E H N A Q E P X I D P I Q I N  
 R B N E I N W M P D T M A C C K A  
 U O I N L N R M X P I H Y T H I I  
 T W U I L E E D A U L L A W L P N  
 Z M G C E L W B T E E O P L A T I  
 L A N C T L V F G E R A I P S M T  
 L C I U R O S N H E S S P E P I O  
 G A L T O N A W C T U A I T D G R  
 A R W T T I N C A F R T Y Z X E A  
 N O B E L O H S D D W M K Z O N T  
 G N S F G I H V E O C T W R H N S  
 A I F A E E Q L B M I T V R U E A  
 S R W T L W L R I G A T O N I P P  
 A U T L O E S I L O I V A R N N Y  
 L E S A G V S S P A G H E T T I Y

ORECCHIETTE

ZITI

WAGON WHEEL

TORTELLINI

TAGLIATELLE

SPAGHETTI

PASTA ROTINI

RIGATONI

RAVIOLI

PENNE

PASTA SHELL

PAPPARDELLE

LINGUINE

LASAGNA

FUSILLI

FETTUCCINE

ELBOW MACARONI

CANNELLONI

BOWTIES

ANGEL HAIR

# NONNA'S SPECIAL MERCHANDISE

BAGS  
**\$10**

NONNA'S  CUCINA  
*Made with love, shared with joy.*

NONNA'S  CUCINA

NONNA'S  CUCINA  
*Made with love, shared with joy.*

NONNA'S  CUCINA  
*Made with love, shared with joy.*

HATS  
**\$20**

BOTTLE  
OPENERS  
**\$3**

APRONS  
**\$20**

**PLACE YOUR ORDER TODAY!**

PHONE (08) 8240 3491 or EMAIL [reception@nonnascucina.com.au](mailto:reception@nonnascucina.com.au)



# NONNA'S SPECIAL GREETING CARDS WITH RECIPES

13 PACK  
\$36

CARDS  
\$4 EA



- Blank inside
- Recipe card on the back
- Envelopes included



## Monetary Donations

As Nonna's Cucina is a not-for-profit organization, we have many different ways in which you can support us. You can make a direct cash contribution to the organization and can stay anonymous if you wish, or become a sponsor and have your brand advertised by us.

You can even become a Nonna's Cucina member for a small yearly fee.

We also have sponsorship packages for businesses/families to promote themselves within the communities. Call if you would like to receive a pack.

All donations to Nonna's Cucina are tax deductible.

Donate today and help your community.

## Bequest to Nonna's Cucina in your will

Why not leave the gift of love by bequeathing funds or property to Nonna's Cucina?

By supporting us with this generous gift of love, you will provide ongoing services to our most vulnerable in our community.

If you are considering supporting a dedicated and reliable service in your will, consider Nonna's Cucina. We would be very grateful for your consideration.

***A donation to Nonna's Cucina would provide funding for equipment and supporting consumers who struggle to pay for their meals.***



Government of South Australia  
Department of Human Services



Australian Government  
Department of Health



Australian Government



myagedcare



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