



Made with love, shared with joy.

ISSUE#09
MARCH 2021

NEWSLETTER



Volunteers' Thank You

We thanked our retiring volunteers for their dedication and years of service to Nonna's Cucina. Read more on Page 9.

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Sudoku Solution

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

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NonnasCucinaItalianMeals



nonnas.cucina.italian.meals

A message from President - Rebecca Staltari

Welcome to our first newsletter for 2021.

We look forward to staying connected with you this year and invite you to come on the journey with us. You can join us by participating in events that we will be hosting this year, or you can become part of our family by joining as a member. You will find details on how to become a member of Nonna's Cucina on page 14 in this newsletter.

There are a range of corporate sponsorship packages available for corporate partners that wish to join us. As a not-for-profit charity, all contributions are valued and go towards providing services. You can be assured that you are helping to make a positive difference in our community.

The final report from the Royal Commission into aged care has now been released and this will mean more changes for our sector. We are committed to working with all levels of government, our partners, and stakeholders to do whatever is necessary to contribute to better outcomes for not only our aged clients, but all that need our nutritious food to help them get through their day.



The management committee and executive team kicked off this year with a strategic planning day to focus on the future of Nonna's Cucina. I hope everyone stays well and enjoys their Easter.

Rebecca
President

EASTER SPECIAL

Grab a pack of cards and get cooking for Easter. Recipe pack includes Stefan's Stuffed Calamari, Zeppole, Celebration Cake and the famous Italian Easter cake "Pastiera Napoletana".

\$12
4 CARDS





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 hope everyone had a Merry Christmas and Happy New Year. As we leave 2020 behind, we enter 2021 with high hopes and big ideas for Nonna's Cucina. With the pandemic seemingly calming down, we are aiming to host a range of fundraising and catering events to make up for lost time last year. I am so proud of the amazing work the staff and volunteers produced last year and I hope everyone is as determined this year to continue to grow the Nonna's Cucina family, and reach out to more people in the community.

Our continued success and progress has allowed us to explore new ways to improve our service for our clients. We are currently looking into a new type of packing which would keep our meals fresher for longer and more appealing to the eye.

The first event we will be hosting this year will be a part of the Adelaide Food Fringe in May. We are using this food festival to make a return to our much beloved cooking classes, where our team will teach you how to cook an Italian Style Barbeque. The event is on the 12th and 13th of May and will be ticketed, so keep an eye out on social media and our website for purchase details.

Potentially our biggest fundraising event to date will be held in July, Nonna's Briscola World Cup 2021. This will be a massive Briscola tournament with prizes and plenty of good food. Once again, we will keep you posted about details through our social media and website. We are looking at other events throughout the year and will keep everyone posted. Nonna's Cucina has decided to altar its meal prices to the discounted rates offered during the pandemic, and hope that this will help as many people as possible.



With hopefully more private gatherings and events this year, Nonna's Cucina is happy to help with food from our catering menu. With so many different dishes on the menu, we are sure we can prepare something to suit any occasion. Also make sure to try this newsletter special, Spinach and Ricotta Cannelloni, a personal favourite of mine.

Marco

General Manager



If you would like to volunteer, contact us at 8240 3491 or send an email to reception@nonnascucina.com.au

**NONNA'S MARCH NEWSLETTER
SPECIAL OFFER
\$30.00*
SPINACH & RICOTTA
CANNELLONI**



PLACE YOUR ORDER TODAY!

PHONE (08) 8240 3491 or EMAIL reception@nonnascucina.com.au

*\$30 FOR LARGE TRAY. MUST BE PRE-ORDERED. PICKUP ONLY.

Upcoming Events

Food Fringe

Nonna's Cucina is excited to announce we will be hosting an event as part of the Adelaide Food Fringe this May. On the 12th and 13th of May we will have a cooking class teaching you how to Barbeque Italian Style! The two nights will be coordinated by our very own executive chef Stefan Dimasi, assisted by Rosa Matto, Nonna Nancy and the famous Nonna Maria. Learn how to make and cook your own sausages, marinate squid, chicken, and meat, as well as several vegetable dishes over a charcoal barbeque. An Italian cooking night would not be complete without a good drop of vino and we are pleased to have PATRITTI wines on board as our partner for the event. The night will conclude with coffee, cake, and homemade liquor. Hosted at our main office in Royal Park, we cannot wait to see some of you there for a fun night of food, wine, music, and laughter. If you are interested in tickets, you can pre-book your spot on the night by calling the office on 8240 3491.



Nonna's Briscola World Cup

We all know 2020 was a difficult year as everyone felt the effects of COVID-19. This year we are hoping to engage with the community more with fundraisers and events. As well as the Food Fringe in May, we are planning our very first Nonna's Briscola World Cup in July.

The day is sure to be full of fun, competition, and plenty of food so keep an eye out for tickets closer to the date to enter, as they will sell fast!





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.

Volunteers' Corner

Farewelling some of our longest serving volunteers Joe, Adele & June.

At the end of 2020 we had the honor of farewelling some of our longest serving volunteers who decided to take a step away from volunteering. Giuseppe 'Joe' Cutillo, Adele Mancini and June Thompson are an integral part of our history and success at Nonna's Cucina. Joe and Adele had been delivering meals to the community since our organisations commencement over 20 years ago, and June has been a part of our family since 2010. We celebrated their commitment and passion to Nonna's Cucina by awarding them with Certificates of Recognition for their outstanding service. Each of these members have shared different qualities over the years and will forever be remembered for their positivity and hard work. We are so proud and privileged to have people like this involved in our organisation and they will always be a part of our Nonna's Cucina family. We thank all our volunteers for their help towards our mission and are always looking to add new people to our family.



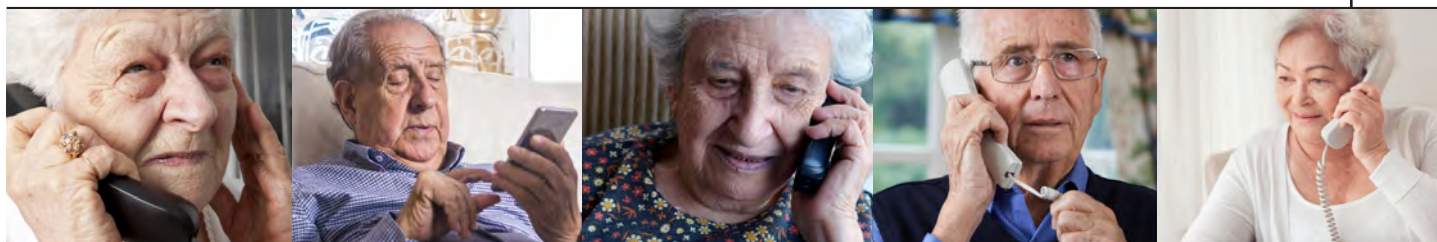
Feedback

Last month we asked our clients for feedback on our service as we continually aim to improve and achieve higher standards. Overall, we were happy with the feedback we received as the majority of clients noted they were satisfied with our food and delivery. Some clients had some minor changes they wanted to make, so we spent time contacting these people to adjust their menu or diet. A lot of clients were still not aware that we have a second menu, The Grandma Menu, available for a different variety of meals.

At Nonna's Cucina we recognise that none of what we do would be possible without our amazing volunteers who help prepare and deliver meals to the community every day. Therefore, we wanted to hear from our volunteers, so we asked them for feedback as well. We were very happy to hear from them and try to take on some suggestions they made. Volunteers were keen to have more meetings which we agree, they are vital towards any good workplace and team environment. With the restrictions easing this year, we will be able to hold more meetings and events for volunteers to enjoy and communicate their ideas.

Our volunteers are a dedicated group, and we are proud to have them a part of the Nonna's Cucina family. We are still looking for more help though, especially driver assistants to help on the road. A second pair of eyes is useful when trying to find new addresses and double-checking meals. If anyone would like to become a volunteer or knows someone who would like to volunteer with us, please call the office to organise a meeting.





Multilingual Older Persons COVID-19 Support Line

Italian 1800 549 844

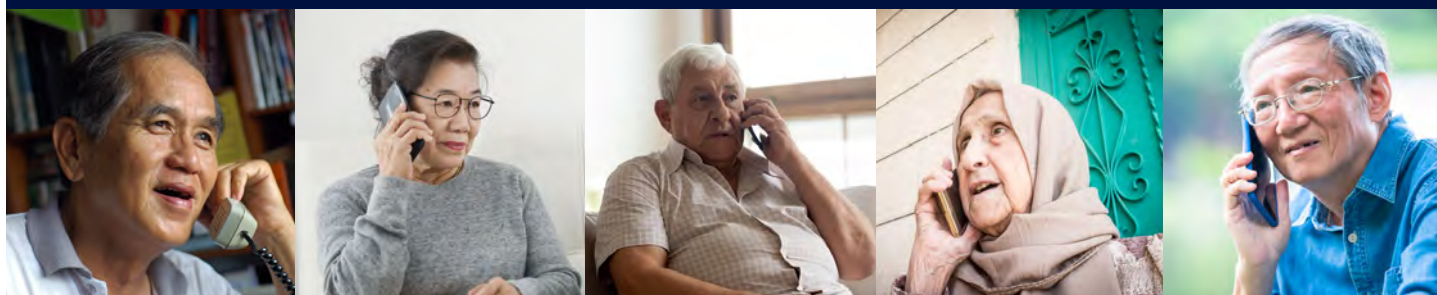
Greek 1800 549 845

Vietnamese 1800 549 846

Mandarin 1800 549 847

Cantonese 1800 549 848

Arabic 1800 549 849



The Multilingual Older Persons COVID-19 Support Line provides information about COVID-19 and can support you to connect with aged care services, dementia care and other support services. It is available in Arabic, Cantonese, Greek, Italian, Mandarin and Vietnamese. All calls are free.

Visit www.picacalliance.org for more information about the support line and to download brochures in the six languages.

Support Line hours:

FREE CALL

2pm - 5pm (Melbourne time) Monday - Friday
Excluding public holidays

The Multilingual Older Persons COVID-19 Support Line is funded by the Australian Government of Health and is a joint initiative of:



This initiative complements the Older Persons COVID-19 Support Line which is supported by:





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

Follow us on



/NonnasCucinaItalianMeals



@nonnas.cucina.italian.meals

Sudoku

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

Compliance

As part of our food safety program, we follow Hazard and Critical Control Point (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 of 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, and this was completed in February 2021. In February we tested the work benches, utensils, dishwasher and products, and all of the testing has been clear of any non-compliance and has been of a high standard.

Flu vaccinations are an important measure for infection prevention and a recommendation by SA Health. We introduced a new mandatory flu vaccination program for staff last year and will again be completed in 2021.

We will be audited by SA Health in May 2021 who will review our documentation and processes and include an inspection of



the kitchen. Global Compliance Certification (GCC) will also audit us for our HACCP accreditation in October 2021 to review our documentation and processes against best practice in the industry.

We have done extremely well with compliance in all areas in our last HACCP audit. During our last audit we were 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.

This is an example of industry best practice which will be shared with other HACCP food preparation businesses.

Luisa Greco



BECOME A MEMBER

If you would like to become a member of Nonna's Cucina, please get in touch with us. Membership costs **only \$20** and you will be added to our mailing list which includes an invitation to our AGM towards the end of the year. Contact us on 8240 3491.

NONNA'S SPECIAL MERCHANDISE

BAGS
\$10

HATS
\$20

BOTTLE
OPENERS
\$3

APRONS
\$20

GIFT
VOUCHERS
AVAILABLE

PLACE YOUR ORDER TODAY!

PHONE (08) 8240 3491 or EMAIL
reception@nonnascucina.com.au





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



12 Hardy Street
Royal Park SA 5014
Ph: 8240 3491