

# Custos

## The Newsletter

Vol.33 No.4

December 2016



**Meals on Wheels**  
Queensland

[www.qmow.org](http://www.qmow.org)

**More  
than just  
a meal**

## Meals on Wheels Queensland Board Members

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*President Meals on Wheels Chermside*

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#### QMOW Patron

His Excellency the Honourable Paul de Jersey AC,  
Governor of Queensland

# Message From the State Manager & QMOWSAI President



**David Bannister -**  
*State Manager Meals on  
Wheels Queensland*

The past year has been one of significant change and considerable achievement. Queensland Meals on Wheels (QMOW) has been focussed on several vital issues that will drive our success over the coming year.

The major changes that the Federal Government have been implementing in the delivery of home care services in Australia have been a major focus of our attention over the last year, both in terms of assisting Member Services to deal with these changes, but also giving you a voice in addressing these changes. The most significant, and most potentially damaging, change was the exclusion of Meals from the recent Growth Funding round and the challenges associated with the My Aged Care portal.

The current thinking of the Government has the potential to cripple, and possibly, destroy the Meals on Wheels network and shows some major misunderstandings on the part of the Department as to the way Meals on Wheels operates and the real value we provide within our communities. In addition, the emergence of the issues associated with the My Aged Care system continues to create concerns around its value and ability to meet the increasing demand from our ever-aging population. QMOW has recently undertaken discussions with Member Services with the aim of developing a strong communication strategy to address this obvious shortcoming of the Department and will re-focus in 2017 to ensure we better serve the needs of you, our members, by undertaking a review of our operations.

QMOW is undergoing the most significant transformation in its history. It's an exciting time to be involved in providing guidance and support for our members, with more control and choice being given to consumers. But it's also a very challenging time as we move to a market-based system and QMOW must ensure it is well-positioned to thrive in the new competitive landscape.

Over the past two years, several major Federal Government reforms have been implemented – the 'living longer, living better' reforms, with key changes to aged care financing, and the start of Consumer Directed Care (CDC). Over the coming year, CDC will be rolled out across all senior services, home care government funding arrangements will change and there will be ongoing reviews, all of which will impact on how we deliver our support to our Member Services.

These changes are believed to be necessary to ensure we can cater for Australia's growing population. By 2031, it's estimated the number of people over the age of 65 will increase by 85%. The aged care sector is one of Australia's largest and fastest growing service industries and contributes one per cent of Gross Domestic Product in Australia. Yet the quality of life for Australian seniors isn't improving. The sector reforms are not happening in isolation. Several other Government reports into employment, superannuation and housing for older Australians will affect the future direction, funding and growth of aged care.

As a key not-for-profit provider of services and support to the aged, frail and vulnerable across Queensland, it is essential that QMOW continues to respond effectively to these sector reforms and forthcoming demographic changes, to ensure the ongoing availability of and access to quality support.

Over the past 12 months, QMOW have worked diligently to build a robust platform on which to strengthen and grow our Member Services. Our corporate services and regional support staff spent months working to ensure QMOW Member Services were fully compliant in time for the roll-out of reporting via the DEX as well as reviews from the Australian Aged Care Quality Agency (AACQA).

We would particularly like to thank the many dedicated staff and volunteers who deliver the crucial services across Queensland every day. We are always moved by their dedication and willingness to live out QMOW's values in everything they do. It is these people who ensure the individuals we support continue to experience a sense of wellbeing, choice and independence at every age and stage of their lives and feel valued members of their community.





**Tony Charlesworth -**  
President QMOWSAI

An ageing population, together with ever-changing Government regulations and requirements, increased market competition and the groundswell of consumer expectation, makes the aged care sector a particularly dynamic and challenging environment in which to operate. The Board of Governors, with the assistance of the State Manager, has actively responded to the demands of change, particularly the need to support Member Services to be responsive and agile to the introduction of consumer choice.

There are many challenges facing the Board of Governors in the immediate future. Quite apart from the potential changes the membership may impose, the Board recognises that in an increasingly competitive environment for the community aged care sector, QMOW must be clear about what services it will offer and how it will ensure excellence in the delivery of those services. This year, the Board has given increased attention to quality issues and these will remain an important focus for the future.

As we enter the festive season I want to thank all MOW Member Services and volunteers for their ongoing commitment to our mission and the dedicated service you delivered in support of your communities throughout 2016.

On behalf of QMOW I also extend season's greetings to our supporters in all the other agencies that continue to work closely with QMOW to serve and assist the communities of Queensland.

**David Bannister**  
State Manager  
Queensland Meals on Wheels Services Ass Inc.  
E | [statemanager@qmow.org](mailto:statemanager@qmow.org)

**Tony Charlesworth**  
President  
Queensland Meals on Wheels Services Ass Inc. Board

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## New range of desserts



**Lemon Cheesecake**

**Baked Apple**

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**16 serves per tray**

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# Awards

On Sunday, 13th November, Ailsa Wright from Meals on Wheels Mitchelton was presented with an Everton Volunteer Recognition Award along with 22 others from local Schools (6 nominations) and Community organisations (13 nominations)

Mander's MP electorate of Everton. Ailsa was nominated for her 20 years of service to Meals on Wheels Mitchelton. For 18 years she worked out duties during supervising knows eye on the to 3 days help with bakeries has been a the Fund raising Mitchelton Service. every day, 5 days a week, being there to open up, carry in the kitchen, check mobile phones were on for use meal deliveries and recharging them after deliveries, the volunteers' room, being a ready reference as she where everything is kept and how things run, keeping an premises at the weekend etc. She cut her 5 days back in the last couple of years but is available on Sunday to the bread run that picks up donations from one of the at Brookside and for sausage sizzles that are held. She member of the Management Committee for 15 years and is on sub-committee. Ailsa is a valued member of the Meals on Wheels



*Ailsa Wright with Tim Mander MP*

From the 23 people awarded the Everton Volunteer Recognition Award, 2 higher awards were made and then the highest Ailsa. What a Mitchelton

award, Everton Volunteer of the Year was announced and that went to wonderful surprise for Ailsa and recognition of the value of not only but all Meals on Wheels Services in the community.



*Ailsa receiving the Everton Volunteer Recognition Award  
Left - Right Tim Mander MP, Ailsa & Andrew Wines*

Other award recipients viz Lorraine Hurren, Nghinh James, Janice Gee Kee, Karl Kersnovske & Ralph Davies who received Ryan Community Service Awards presented by Jane Prentice MP at our AGM in September.

**Noela Roberts**  
*Secretary*  
Meals on Wheels Mitchelton

## Step forward with Turbofan Oven Series

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### **t** THE ONE TOUCH



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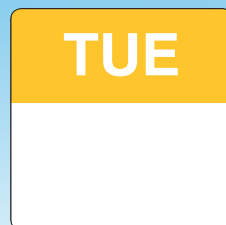
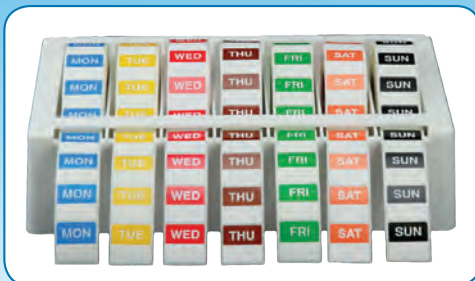
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### FOCUSING ON FOOD SAFETY

Labelling and rotating of food is vital in protecting customers against foodborne illnesses.

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T: +61 (0) 7 3246 7555  
E: [sandra.vanzyl@jlt.com.au](mailto:sandra.vanzyl@jlt.com.au)



# CROSS CULTURAL AWARENESS IN THE WORKPLACE

Learning Journey of Cultural Competence:  
A journey, not a destination

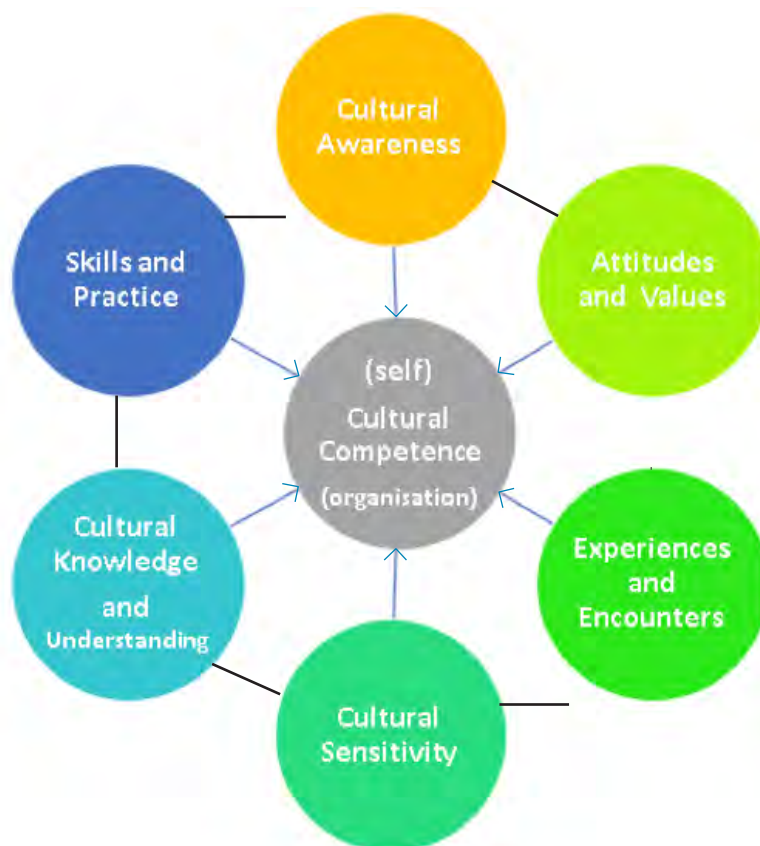
*"Understanding the cultures of those we serve requires more than words and good intentions. The journey towards cultural competence requires the willingness to learn from one's experiences and act."*  
(Jerome Hanley, Beyond the Tip of the Iceberg)

In today's climate it is critical for mainstream service providers to proactively work with clients from a culturally and linguistically diverse (CALD) background. We all need to undertake a journey from increasing our cross-cultural awareness to becoming culturally competent.

In very simple terms, cross-cultural awareness is "a basis for communication and a skill which involves the ability to self-reflect and be aware of our own cultural beliefs, values and perceptions. In doing so we reflect on our biases, our stereotypes, our prejudices, our assumptions and how our culture influences the way we work."

Becoming culturally competent is a journey for both individuals and organisations. It builds on the foundations of being cross-culturally aware and going beyond. It is "having the skills, knowledge and experience that enable us to work productively within a context of diversity" (Wells and Black 2000).

Anglicare Services Queensland (ASQ) is committed to valuing the ethnicity, language and cultural diversity of its clients and staff through recognising the basic social freedoms and human rights available to every person in our community. As part of this commitment, ASQ has managed the Multicultural Program for the past 12 years. This program is funded to provide support, cross-cultural training, education and information to internal staff and external service providers. Working effectively with CALD people provides a culturally competent workplace as well as contributing to a harmonious society.



## Did you know?

- 36% of older people in Australia are from a CALD background
- By 2021, one in three seniors will have been born outside Australia
- The population of older people from CALD backgrounds is growing faster than the Australian born population
- 20% of people nationally between the ages of 0-65 with a severe/profound disability come from homes where a language other than English is spoken

## Do you want to know more?

The next edition of Custos will provide you with more information on how individuals and organisations can become culturally competent.

In the meantime you can contact either Lorella Piazzetta or Anyuon Lai from the ASQ Multicultural Program for more information, resources or training options.

**Lorella Piazzetta**  
(07) 3028 4216  
LPiazzetta@anglicaresq.org.au

**Anyuon Lai**  
(07) 3028 4217



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## Food Safety News and Views

*"You never get a second chance to make a first impression"*



### Welcome to The Chef Solution's Food Safety Newsletter

Firstly, let me take this opportunity to wish you all a very Merry Christmas and a Happy and Prosperous New Year. Stay safe this festive season – in particular on the roads.



In recent times I have had the pleasure of visiting with the Mount Isa, Townsville, Ingham, Innisfail, Cairns, Ravenshoe, Bowen, Proserpine and Caboolture facilities. As always, it is great to catch up with familiar faces and seeing everyone doing so well with their food safety program requirements. A big shout out must go to the Cairns facility (Joan and her team) and the Ravenshoe facility (Benno and team) for their great results recently pushing their audit frequency out to 12 monthly now. All facilities that I audit in Nth Qld are now on a 12 monthly audit cycle which is awesome! Keep up the great work you do in your communities – the people out there need you!!

Gee whizz how quickly this year has gone by huh? As at the date I am writing this, it is only 33 days until Christmas. It only seemed like yesterday that I dismantled my Christmas tree and put it away, and already I am contemplating bringing it out again. Christmas is a great time of the year. Everyone is happy and there is joy in the air. One of the things I love about Christmas is FOOD!! My best childhood memories of Christmas always included glazed ham; my Mum's roast pork served cold with apple sauce and on Christmas morning my Dad manning the BBQ. It is amazing how food memories can be so vivid however I never remember what presents I got each year.

One memory that we do not want around this time is food poisoning, however it is in between the months of October to March where food poisoning cases rise dramatically. Not only do our fridges struggle with the hotter weather but also the types of foods we eat this time of year. All high protein foods – meats and seafood, ready to eat salads – and all jam packed into fridges that cannot function properly by being over loaded.

So please, whether it be at work or at home, ensure that all your fridge units are serviced and in working order to keep your foods below 5°C. Check that the fridge seals are intact and clean. Remember that you are delivering foods that may fall into the temperature danger zone so ensure that foods are being adequately temperature controlled at all times to avoid any unwanted issues.

### Use By Dates

Only today as I am writing this did I get the latest food recall notice come through...this time for Bean Sprouts in Nth Qld. The sprouts had been packed with an incorrect used by date. Just to explain, a best before date (marked with month and year usually) is simply a quality indicator and that the product is 'best before' the stated date however it is still safe to use after the marked date. A use by date, indicates the date that the product **MUST** be used by before it can become unsafe to consume. In a commercial food business, it would be an offence to use any product that has passed its nominated use by date. Even if the product has been frozen, if the label states **USE BY** then it still must be used by that date. Labelling of foods is a legal requirement so it is an offence to change a label on a packaged item. During auditing, I see it all too often when I open a freezer and see goods well passed their nominated used by dates simply because people think that as it is frozen it is OK to be past the use by date. No it is not... and you will be pulled up on this by councils, and auditors, at times of inspection.



### Did You Know?

Under the QLD Food Act 2006 legislation, it does not matter whether you are a paid staff member or a volunteer, legislation states that individual persons handling food in any way can be held liable for any issues that occur with regards to food not being safe. Even if you are found to be handling food in a way that is likely to make it unsafe, you could be at fault.

Examples of clauses from the food act and their relative fines:

Clause 32 - \$159,030 *or two years in prison*

Clause 35 - \$82,460

Your food safety program at your facility is your key to ensuring that you and your colleagues are doing all that you must to ensure that the food your facility produces is not only its usual high quality, but, it remains safe whilst it is in the care of your facility or drivers.

It is imperative that you read your food safety program and ask questions on any area that you are unsure of.



## Food Safety Supervisors

I have had many inquiries recently on the requirements of a food safety supervisor for a food business. Let me explain further...



Each food business must have at least one person to be the nominated 'food safety supervisor'. This person must:

- a) have skills and knowledge in food safety matters, through preferably some form of formal training and education at a recognised and reputable training organisation.
- b) register their details with their local council for the food business and provide the certificate or statement of attainment for the training that they have undertaken.
- c) be either onsite during food handling or reasonably contactable whilst food handling is being undertaken.  
take a proactive approach to managing the food safety program.
- d) a business has 14 days to advise their council if there is any change to the food safety supervisor.

Being the nominated food safety supervisor is a great responsibility and one that should never be taken lightly. As a person with skills and knowledge, it is this person that has the responsibility for acting upon any non-conformances or non-compliances. This person should know your food safety program back to front and remain active in the food handling operation.

## Previous Edition's Quiz Answer

A Beef Estouffade is **c)** a beef flavoured liquid stock made with vegetables and beef bones. This is then used to make soups and sauces, for braising and poaching.

## This edition's Food Quiz

Which combination of spices would you use to make gingerbread?

- a) Ginger, Posh, and Sporty, b) Ginger, cumin, and cloves, c) Ginger, cloves, and cinnamon, or d) Ginger, paprika, and cardamom

## The Chef Solution....Who Am I?

I can save you BIG dollars I promise you! In more ways than one...! To enquire about my specially reduced prices for compliance audits for Meals on Wheels facilities\*, feel free to telephone me on 0418 708 359 or email me at [thechefsolution@gmail.com](mailto:thechefsolution@gmail.com). To enquire about a quote for your facilities next audit. Doesn't matter where you are located – I can be there!!

Since 2008, I have completed over 350 compliance audits through varying types of food businesses, employing my systematic approach towards a thorough review of your recording forms maintained as part of your council accredited food safety program.

I am a career chef with 30 years' experience in the domestic and internal hospitality industry. Now operating as 'The Chef Solution', I am a compliance food safety auditor approved through QLD Health under the Qld Food Act 2006. And I am here to help you...

Through my expertise based on a long career in the food industry, I offer a high degree of operational knowledge of commercial kitchen environments. I have observatory skill in assessing procedural compliance with safe food handling practices and have effective communication skills through my interactions with you throughout the audit process and in my detailed report writing. This makes for a very professional and thorough service to you. My strong client focus through personal service and positive working relationships ensure that all parties involved receive the maximum benefit of my service.

**To arrange your next audit, use any of my contact details below and ask about my special reduced MOW audit price\*— you will be pleasantly surprised!!**

### Contact Christian at The Chef Solution:

**Phone: 0418 708 359**

**E-mail: [thechefsolution@gmail.com](mailto:thechefsolution@gmail.com)**

**Web: [www.thechefsolution.com](http://www.thechefsolution.com)**

**Follow me on Facebook at 'The Chef Solution'** 

*\*No travel costs apply to all east coast locations. Some additional expense may be applicable depending on your location away from the coast. I am happy to discuss this further with you upon enquiry and can tailor a quote to your liking.*

## New from FILDES Food Safety Solutions...

The Fildes Food Safety Slimline Infrared with probe thermometer incorporates a non-contact infrared thermometer with a retractable probe arm. Quick response indicators highlight when foods are in the temperature danger zone. To order yours today, go to

[http://www.foodsafety solutions.com.au/catalogue/product\\_info.php?products\\_id=1100](http://www.foodsafety solutions.com.au/catalogue/product_info.php?products_id=1100)



Opening the oven door when cooking can reduce the temperature by up to 20 degrees each time.

The Fildes Food Safety Multifunction Thermometer is a digital leave-in meat thermometer which is a handy tool in the kitchen for cooking meats to perfection. Simply insert the thermometer's probe into the meat and run the narrow cable through your oven door to easily monitor internal temperatures of your meat.

The thermometer provides recommended settings for all types of meat and will alarm when the desired temperature is reached. An easy way to monitor meat temperatures with the obvious benefit of not having to open the oven door to get readings.



### Features include:

**Dual sensors** – oven thermometer and a meat thermometer

**Temp range** –  
meats 0°C–200°C  
oven 0°C – 260°C

**Alert sounds** - when target temp is reached

Manual target temperature or you can pre-set it to meat type and level of doneness

150mm stainless steel probe with 1 meter retractable cable



### BUG OF THE MONTH

This month is:

### **Clostridium Perfringens**

This is a type of bacteria that is spore forming so it can survive non-ideal conditions.

#### **Incubation Period:**

10-12hrs after consumption (range is 8-24hrs)

#### **Symptoms of illness:**

Profuse diarrhoea and abdominal cramps (usually no vomiting or fever).

#### **Duration of Illness:**

24 - 48 hours

#### **Food Sources:**

Animal and human excreta, soil, dust, insects, and raw meat. Meat products including stews, meat pies, sauces and gravy. Often associated with settings involving large quantities of food, especially meat and poultry dishes which are prepared in advance and allowed to cool slowly or are inadequately refrigerated.

#### **Suggested Control Measures:**

Separate raw and cooked foods. High standards of hygiene. Adequate temperature control of cooked foods under cold storage; clean premises; thorough cooking and rapid cooling; avoid cross-contamination. Thorough cooking. Rapid cooling and refrigeration within 1½ hour of reaching 75°C.

## Recipe Time...

Since it is Christmas, I thought I might share with you my recipe for Egg Nog. I will add the disclaimer that it is a lightly cooked egg product so you should be sure that your eggs are fresh and that the eggs are fully cooked out during the initial cooking phase. I am a food safety nut after all folks...but I do not want to spoil your Christmas so just add an extra shot of brandy and you will be fine...hahaha.

### **Egg Nog**

#### Ingredients:

4 eggs, separated; 1/2 cup sugar; 2 cups milk; 1/2 cup cream; 1/3 cup brandy; 2 tablespoons of Rum; Freshly grated nutmeg



#### Method:

Whilst bringing your milk and cream to the boil, beat the egg yolks and sugar together until ribbon stage and light and creamy. Pour in the hot milk and stir over a very low heat until the mixture thickens and coats the back of a wooden spoon (like a runny custard). Chill in the fridge until cold. Beat the egg whites, until soft peaks form. Fold this through the egg nog. Then add the alcohols and sprinkle with the grated nutmeg.

Serve cold to your friends and family – but not the kids perhaps given the alcohols...

## Some Useful Web Pages

**Fildes Food Safety Solutions – for all your food safety equipment!**

<http://www.foodsafety solutions.com.au/catalogue/index.php>

**QLD Health Fact Sheets – download free fact sheets on a range of food safety topics** <https://www.health.qld.gov.au/foodsafety/>

**To subscribe to food safety related recalls**

<http://www.foodstandards.gov.au/media/pages/subscription service.aspx>



# How we prepare our delicious meals for your client's enjoyment!

## Using our 8 Culinary Principles:

- |                                                               |                                     |
|---------------------------------------------------------------|-------------------------------------|
| <b>1</b> Begin with quality ingredients                       | <b>5</b> Create flavour             |
| <b>2</b> Source responsibly (preference for Australian Grown) | <b>6</b> Provide balanced nutrition |
| <b>3</b> Harvest in season                                    | <b>7</b> Add the artisan touch      |
| <b>4</b> Apply our culinary passion                           | <b>8</b> Deliver consistency        |



***Roast Beef**  
with red wine  
& onion gravy,  
roast potato,  
roast pumpkin  
& broccoli*



***Butter Chicken**  
with rice, sweet  
potato & spinach*



***Apple and Rhubarb Crumble** with custard*

Simplot is a “**paddock-to-plate**” business. We work closely with our growers, plants and culinary teams and our customers to consistently deliver **safe, quality and nutritious meals**.

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In memory of

# Vale Margaret Scammell

Margaret was born in England in 1936 and migrated to Australia with her family when she was 17 and settled in Melbourne. After her marriage she lived in various parts of Australia, eventually settling in Cairns with her husband and five sons. After her retirement from Telstra, Margaret involved herself as a volunteer in many organisations in Cairns, including University of the Third Age, Probus, Fibrecrafters and Meals on Wheels.

Margaret volunteered her services to Meals on Wheels Marlin Coast for nearly 16 years and was involved in all aspects of its organisation, from cooking beautiful meals to the position of Treasurer. Her husband, Ernie, also assisted in many areas including as a delivery driver. Margaret and Ernie were a formidable team, very highly respected and admired by so many in Cairns. For her many contributions Margaret received the runner-up Volunteer of the Year award.



*Criag Crawford - MP for Barron River presenting Margaret with her award for runner up for the 'Volunteer of the year'.*



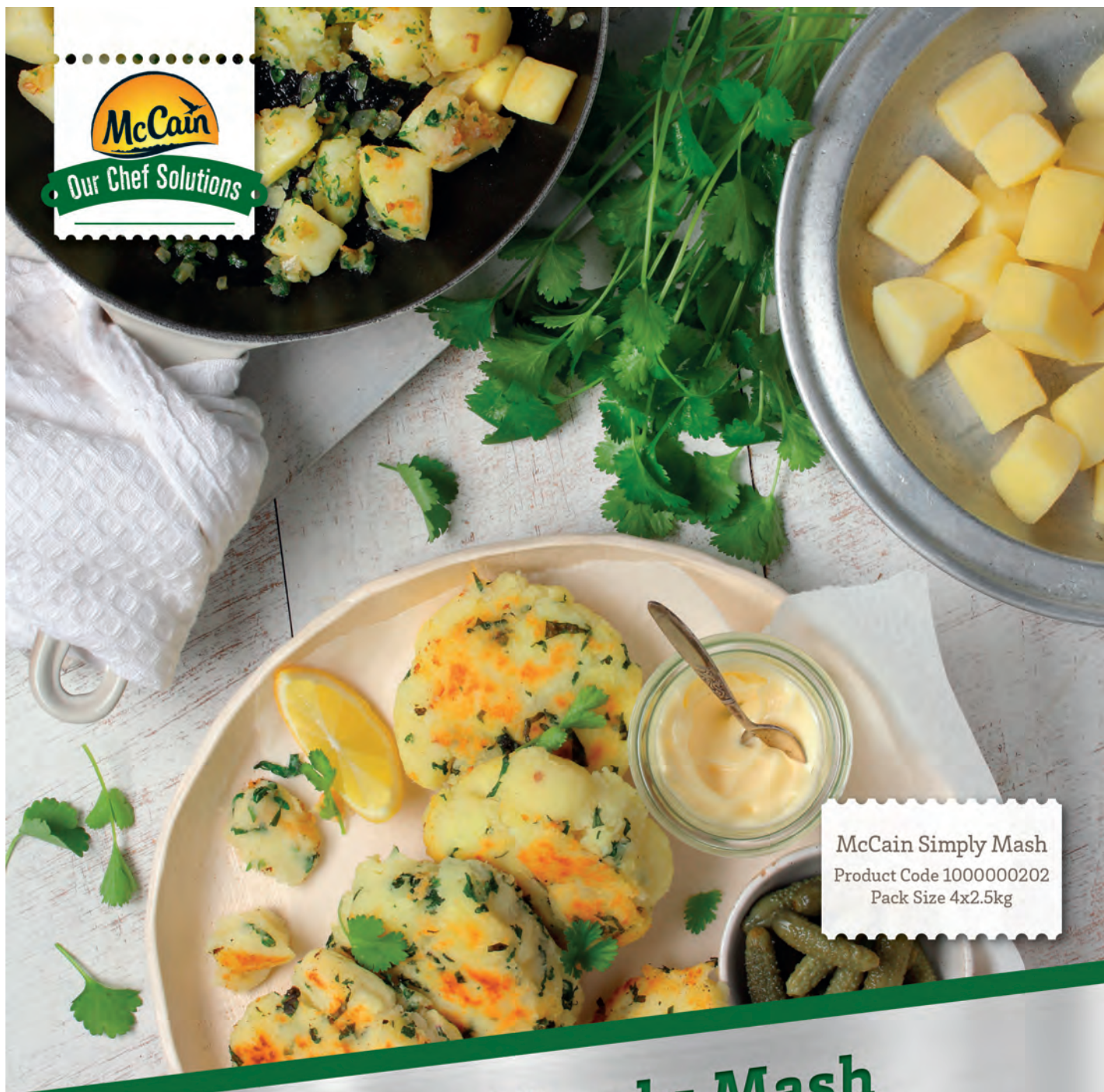
*Margaret Scammell, Criag Crawford - MP for Barron River and Elsie Butler from Real Living Options.*

In addition to her volunteer work which kept her very busy, Margaret still found time to enjoy pastimes such as playing Bridge and was well renowned for her beautiful handicrafts. Margaret is survived by her husband Ernie and her five sons and grandchildren. She will be sadly missed by her family and friends in the Cairns community, and in particular her friends at Meals on Wheels Marlin Coast .



**Meals on Wheels**  
Marlin Coast





McCain Simply Mash  
Product Code 1000000202  
Pack Size 4x2.5kg

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# A DATE FOR YOUR 2017 DIARY

The date and location for the 2017 AMOWA National Conference have now been confirmed.

Please share this information with all who might be interested in coming along.



**SAVE THE DATE**

**NATIONAL CONFERENCE**  
Meals on Wheels

**GOLD COAST**  
13-15 September 2017  
Marriott Resort  
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# Nutrition for All

*Dr Karen Abbey*

Nutrition means something different to everyone. But the one thing that all people need is a good nutritional intake throughout their lives. Our nutritional needs when we are younger to what we need when we are older will vary. It varies in the amounts of food we need and the quality of nutrition we consume. Therefore, nutrition is important for every stage of our life. With the increased ageing population, more people are staying in the community and those entering aged care

can access services that can ensure that food and meals are available. It means that organisations, dietitians and support workers who are providing services in the community and residential care homes are developing menus which are suitable and tasty to meet nutritional goals. Some people rely on carers, volunteers and staff to help them to prepare meals or be assisted to consume them. There are many stages of how we interact



There is a difference between a sandwich with ham and cheese and a glass of juice to a person just eating a jam sandwich with a cup of tea. Over a period of time, poor quality food intake will lead to poor nutritional outcomes. Reduced food intake can be caused due to social isolation, poor access to food, inability to prepare meals, lack of feeding assistance, poor nutritional assessment of what an elderly person needs and inappropriate food and menu strategies. While some elderly may look like they are eating enough food, the quality is not there, and people are missing out on essential nutrition.



homes will be frailer and often in need of more intensive care. Nutrition does play a vital part in maintaining one's health but also one's quality of life. So what does this mean? It means that eating a wide variety of foods regularly throughout the day is important. It means making sure that people have access to food and meals. And if they don't, they

with our food supply, but the most important aspect is that we all must eat a certain amount of food per day to ensure that the essential needs of our bodies are met.

We have to watch the elderly in the community and those that are in care homes to make sure they are getting enough food and enough good quality food.

When people start to lose weight due to poor food intake, careful menu planning should be undertaken to reduce further deterioration. Research has shown that the social environment is more conducive to eating and therefore leads to a higher



food intake. That is why social support services are essential to help reduce social isolation and loneliness. It is important to offer a wide variety of meals with different meats, vegetables, fruit, cereals and fluids.

Nutrition for All means eating well throughout our lives and helping those that have a reduced capacity or are unable to do so for themselves. Food

services play an important role in the lives of those living in the community and residential care. They ensure a safe, wide variety of foods, meals, prepared and presented to enhance the appetite.

**Dr Karen Abbey PhD**

*Founder of Nutrition & Catering Global Hub*



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[www.nutritioncateringhub.com.au](http://www.nutritioncateringhub.com.au)



## Apology

Queensland Meals on Wheels apologise to Meals on Wheels Fraser Community for not including them in the list of Affiliated Members for 2016 in the September issue of the CUSTOS.



### THE SOFTWARE PROGRAM OF CHOICE FOR MEALS ON WHEELS SERVICES THROUGHOUT QUEENSLAND.

Easy to learn and use, gisMOW2 is a powerful package helping you manage –

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- Statutory reporting for DEX and MDS/OASIS.

gisMOW2 Co-operative members are consulted on future developments to the program and benefit from regular updates and improvements. Work has begun on our next major upgrade which is fully funded from member fees.

These on-going updates and enhancements ensure gisMOW2 is responsive to the ever changing demands of both the Meals on Wheels Services and regulatory requirements.

gisMOW2 runs on SQL software, works equally well on Windows 7, 8, or 10 and is suitable for installations from a single PC through to networks with a full server. Dedicated practical support is available over extended hours from experienced Meals on Wheels operatives, backed up by a team of IT professionals with software, systems, networking and security expertise.

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# Christmas Celebrations

## Meals on Wheels

### Centenary



*Trish Dakin, Dick and Sue Stanton*



*Lorna Joyce, Maxine McKinney,  
Jennifer Sorrenson*



*Lorna Joyce presenting Vincent Chan  
with the raffle prize*

## Meals on Wheels Holland Park





# Meals on Wheels

## Fraser Coast

Photo on the left:  
Volunteers from Hervey Bay and  
Maryborough came together to  
celebrate Christmas



Photo on the right:  
Lucky raffle winner with Manager  
Karyn Ryder



## Tips on what the Quality Review Team members will look for and may find missing or not up to date

*Meals on Wheels Queensland would like to thank  
Meals on Wheels NSW for providing this article*

*By Godfrey Mc Cormick*

Looking over some reports from Quality Review Audits, there are some recurring issues that have been noted by the Quality Review Team

### **Criminal Record Checks**

This register is often one of the first things the team will check for. Ensure that you have an up to date register with your entire volunteer and staff records there. Also ensure you have a system in place, a “bring up” system which alerts you when these need to be renewed again every three years.

### **Rights of Home Care clients**

Ensure you have the Department of Social Services Charter of Care Recipients’ Rights and Responsibilities –Home Care in your policies and procedures and that all your clients have been issued with a copy and any reference in the client handbook is to this 1 July 2015 amended version of a previous Department of Health and Ageing Charter of Rights and Responsibilities for Community Care. The up to date charter can be downloaded from: [www.dss.gov.au](http://www.dss.gov.au)

### **Complaints (Outcome 3.3 of the Homecare Standards)**

The complaints process has been removed from the Department of Health to the role of the independent Aged Care Complaints Commissioner, Rae Lamb, and the process is called the Complaints Resolution Scheme. The Aged Care Commissioner contact is: 1800 550 552 and address is GPO Box 9848, Sydney NSW 2000. Ensure all your policies and procedures reflect this and also your client handbooks.

### **Client Contribution framework**

This was issued by the Department of Health late last year and the Association issued services with a generic word document template (available in the Reference room: Organisational Resources in the members section of our web site) encompassing the basic tenets of it. You made need to customise this or add information e.g. about hardship provisions but you must include it in your policies and procedures and written information given to clients and/or in their handbooks.

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# ANNIVERSARIES

## Meals on Wheels Surat CELEBRATE 30 years

Meals on Wheels Surat has seen quite a lot of changes in the years Lorraine McPherson has been involved. Thirty years of service delivery in this small community has seen numbers going from one to twenty clients and great partnerships with other service providers in the town ensure that clients are extremely well cared for. The thirtieth celebration was just like Meals on Wheels Surat, great food and lots of joy. The attendees enjoyed the delicious birthday cake as dessert and discussed the changes that have come to the town and the



organisation with the introduction of My Aged Care. The new federal member for Maranoa, David Littleproud MP sent his apologies and congratulations to the Meals on Wheels Surat Committee, for the sterling job they have done and I know Lorraine would have liked a word in his ear about the impact of the changes on the Surat community and how Meals on Wheels Surat and all involved are working hard to ensure their clients are well cared for during this change.



*Margaret Harth - President, Lorraine McPherson - Treasurer and Wendy Newman - Volunteer*

## Meals on Wheels Logan Central CELEBRATE 40 years

Logan Central celebrated their 40 years in service with a volunteer luncheon.



**Left - Right:-** Freda (Past President), Kathy Neilsen (RSO), Carol (Current President) Thelma (Past Treasurer) Graeme (Past President) Valda (Past Kitchen Coordinator and now current volunteer).



*Volunteers who attended the celebrations.*



*Treasurer John Page cutting the cake to celebrate their milestone*

Meals on Wheels Logan Central opened in October 1976 with 25 clients, 4 delivery volunteers, 5 kitchen volunteers and 2 office staff.

Currently Logan Central deliver 115 meals per day requiring 12 volunteer drivers and helpers, 9 kitchen volunteers. They employ 2 office staff, a cook and a cleaner.

# Aged Care Complaints

By *Susie Dunn*

Service Providers are required to have a complaints management system in place and this is one of the Home Care Common Standards (3.3 Complaints and Service User Feedback). A complaint management system should involve a variety of measures which will encourage a culture where complaints are viewed positively. Furthermore, stakeholders should be enabled to communicate freely and the complaint management system must be open and transparent, with a focus on continuous improvement. Some of the following might be included in your complaint management system:

- Complaint policy/procedure outlining process for making a complaint and process for dealing with complaints (including timeframe for resolution)
- A complaints register to monitor, record and manage complaints
- Analysis of complaints at Committee meetings (including resolutions)
- Standing 'complaint' agenda at staff/volunteer and/or client or community consultation meetings
- Suggestion box
- Feedback form which is provided annually to stakeholders to enable ongoing communication
- Complaint form
- Regular service reviews which collect feedback and register any complaints
- Annual surveys

The complaint process must also ensure:

- Clients and/or stakeholders are aware of the complaint process
  - Client rights are protected and that clients understand their rights
  - Clients are provided an opportunity to have an advocate assist them to complain
  - They are dealt with without retribution (to complainant)
- The complainant is satisfied with the action taken in

response to a complaint

- People with special needs are considered and are able to make a complaint
- There is education and/or training available for staff/volunteers about the complaint process
- Clients have access to an external complaints process.

In your complaint process it is important to provide information about the external process for making complaints to the Aged Care Commissioner.

## Aged Care Commissioner

From 1 January there is an Aged Care Complaints Commissioner who will be responsible for "resolving concerns about aged care services funded by the Australian Government". The Aged Care Complaints Commissioner provides a free service for anyone to raise their concerns about the quality of care or services being delivered to people receiving aged care services funded by the Australian Government.

Contact the Aged Care Commissioner 1800 550 552, if:

- You don't want to discuss your concern with the service provider
- The service provider is unable to resolve your complaint
- You think we can help you with your complaint or
- You would like information about your options.

Resources are available to order on the Aged Care Commissioner's website <https://www.agedcarecomplaints.gov.au/resources/order-resources/>

For more information about Complaints, go to pg 54 in the Home Care Common Standards [https://www.dss.gov.au/sites/default/files/documents/09\\_2014/community\\_care\\_standard\\_guidelines2.pdf](https://www.dss.gov.au/sites/default/files/documents/09_2014/community_care_standard_guidelines2.pdf) and/or the Aged Care Commissioner website <https://www.agedcarecomplaints.gov.au/>

*Meals on Wheels Queensland would like to thank  
Meals on Wheels NSW for providing this article*



# Queensland Meals on Wheels

## Food Service Project - *meals and food service across the state.*

Queensland Meals on Wheels has been successful in securing a Masters Dietetics Student from the University of Queensland to undertake a four week food service placement project. The project will examine the types and range of food services which Queensland Meals On Wheels offer across the state.

This project will examine menus, meal costs, extra services that are provided. How does Queensland Meals on Wheels Services differ from other community meal providers and what is the unique reasons why community clients should purchase from a Meal on Wheels' Service. The project will also focus on gathering important facts to help develop a food service framework and understand the types of services provided across the state. This is important to Queensland Meals on Wheels as it helps the state office to support services, prepare training and resource allocation. The project will be commencing next year and be

supervised by Ann-Maree and Dr Karen Abbey from the University of Queensland. It is a good opportunity to help establish a solid foundation for food services across the state and ensure a strong meals service to the community and those that you care for.

The University of Queensland Masters Dietetics Project is looking forward to engaging and supporting Queensland Meals on Wheels and appreciates the support to our food service program in training our students.

Any questions on the upcoming project should be directed to Ann-Maree on: Ph: 0467 505 653 / 3205 5588 or E: [southbrisbane@qmow.org](mailto:southbrisbane@qmow.org)

All the best  
**Dr Karen Abbey**  
UQ Lecturer Foodservices  
School of Human Movements and  
Nutrition Sciences



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# Marketing your Service on My Aged Care

By Stacey Sheppard

*Meals on Wheels Queensland would like to thank Meals on Wheels NSW for providing this article*

The NSW Meals on Wheels Association encourages all Meals on Wheels Service Providers to go to the My Aged Care Website/ Find a Service to double check what service information is displaying for Clients and the general community about your Service against other Service Providers in your local area to assist with increasing referrals. <http://www.myagedcare.gov.au/service-finder?tab=help-at-home>. Writing a great service description will market your service to the general public, MAC and Regional Assessors, hopefully increasing referrals. Here are some tips on what to do/write and some examples of good descriptions on MAC.

## Tips

- Double check that all your service information is correct and appropriate information is ticked under Service Providers of Meals near your location
- Double check what the other Service Providers have stated about themselves who are listed as providing meals in your area
- Once you have reviewed other Service Providers descriptive paragraph, create one for your MOW Service which is succinct and markets your Service and the services provided. It is important to list meal information e.g. nutritious meals based on individual client's needs, days and time of operation, types of meals delivered e.g. hot chilled or frozen meal delivery etc
- List your website information in the description so that more information can be provided
- If you are having any problems with this please contact your local Network Support Officer for assistance

## Example of Marketing on MAC

**Ballina Shire Meals on Wheels Inc.** provides a meal delivery service within the Ballina Shire area. Meals are

delivered daily Monday to Friday with weekend meals delivered chilled on Fridays. There is no minimum or maximum delivery i.e. a client can choose to have one meals delivered once a week or a full service of 7 deliveries. Clients can choose to have their meal delivered heated, Chilled, or Frozen. Clients have the choice of having a daily delivery or weekly. Some Clients may choose to have a delivery two or three times a week. Clients can choose from a main meal \$7.50, Dessert \$1.20, Soup \$2.30 or a combination of any of these items. Ballina Shire Meals on Wheels Inc. can cater for most speciality dietary needs for example gluten free, dairy free, low salt, low fat and vegetarian. The service all so offers textured modified meal for example pureed, minced and diced meals. The service provides specialist deliveries to people with dementia. Clients can also receive social support.

**Griffith Meals on Wheels** delivers healthy meals to client's homes to not only ensure their nutritional requirements are being met, but to provide a friendly check to see all is well. This enables people to continue to live in their own homes, where most are happiest. We provide meals to suit clients personal requirements and can accommodate special dietary needs and cultural and taste preferences. We offer Hot meals delivered daily and frozen meals delivered weekly. Prices range from \$2.00 to \$7.00 with all efforts made to maintain affordability.

**Nepean Food Services Meals on Wheels** delivers a large range of nutritious meals to the homes of our clients, Monday to Friday. We provide a variety of different types of meals such as soups, omelettes, pasties, pies, sausage rolls, mini main meals, main meals and desserts. It is the quality, nutrition and diversity of Nepean Food Services main meals that provides our highest attraction. Meals are delivered on a day that suits, by supportive volunteers, 9:30am- 11:30am for frozen food items or between 11:30am-



1:30pm for deliveries that are heated and prepared. Nepean Food services also provides different service types such as luncheon clubs, outings and subsidised restaurant vouchers. We take pride in our high standards of meals, services and supports in our community.

#### **Wee Wah Community Care Service Meals on Wheels**

delivers healthy meals to clients' homes to not only ensure their nutritional requirements are being met, but to provide regular social contact and a friendly check to see all is well. Hot meals are delivered to clients in Wee Waa from Monday to Friday between 12.00pm and 1.00pm. Alternately, frozen meals can be delivered at any time. Frozen meals are delivered to clients in Pilliga every week and Gwabegar every fortnight. Deliveries can also be provided to clients living on properties in our service area.

**Tweed Meals on Wheels** has been a part of the local community since 1986. We provide a large range of over 60 tasty meals in two

convenient sizes. The meals are frozen and are designed to be heated in a microwave at a time that suits you. We can also provide a variety of textured modified and diet specific meals such as low salt, gluten free and low fat/diabetic. Our friendly volunteers will deliver the meals and check to make sure you are well. There is no delivery charge and no minimum order requirement. More detail on delivery days and our full menu is available on our website. Meals on Wheels Tweed provides more than just a meal.

#### **Fairfield Food Services Incorporated**

We provide a range of fresh nutritious meals which are delivered by volunteers. The service is available to frail aged, people with disabilities and their carers in South West Sydney region which includes Fairfield, Liverpool and Bankstown Local Government Area residents. We provide support through delivery of meals, social interaction and regular visits that ensures a client's wellbeing and can help people live the lives they choose.

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# Clifton Hold Training Day - 6/10/2016

Meals On Wheels Clifton have always been a thriving rural Meals on Wheels Service with a large group of volunteers. The Service purchase meals from the private hospital in Clifton. This facility also comprises residential aged care, medical offices and independent living units. The aged care facility is a wonderful venue for the volunteer training that is provided to all involved with the delivery of meals and running of the Service. Training for Meals on Wheels Clifton volunteers is now mandatory, and it is done at

different times during the year with a relatively small group of people so that it can be interactive and everyone can attend at some point. There is a tasty snack provided at the completion of training and volunteers leave with an even greater understanding of the incredibly important role they play in the life of clients' of Meals On Wheels Clifton and the community as a whole.



Left to Right:- Maria Cranitch & Gail Wilmott Clifton Volunteers



Left to Right:- Mel Binnington & Kerry Wilmott



Left to Right:-  
Kerry Cranitch & Val Fogart



Left to Right:-  
Lorraine Binnington - Volunteer, Dave - Secretary Meals on Wheels Clifton



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# Annual volunteers thank you party

Cabanda, the beautiful and extensive aged care facility at Rosewood also operate the local Meals on Wheels. The expert kitchen staff have a great understanding of aged care dietary requirements and continue to provide quality meals for the clients of Rosewood.

The annual volunteers thank you party was a great celebration with a delightful meal, presents for all and staff entertaining the large group. Liz Maloney is the general manager and, according to local legend, puts a section in the employee contract to ensure all at Cabanda understand that they will be part of the group who entertain volunteers and clients at the event.

Joyce Rieck has been involved with Meals on Wheels Rosewood for many years and is still the indispensable volunteer coordinator.



Left - Right: Kate Lenihan, Colleen Simpson, Jodi Bowman, Robyn Alsemgeest, Nicholie Patterson and Donna Waters

Colleen Simpson is the go to staff member for anything to do with meals and between these people and many more the service operates like



Colleen Simpson and Joyce



Liz Maloney General  
Manager of Cabanda



Betty Perrin & Joyce Rieck

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## Concerned about the DEX workload?

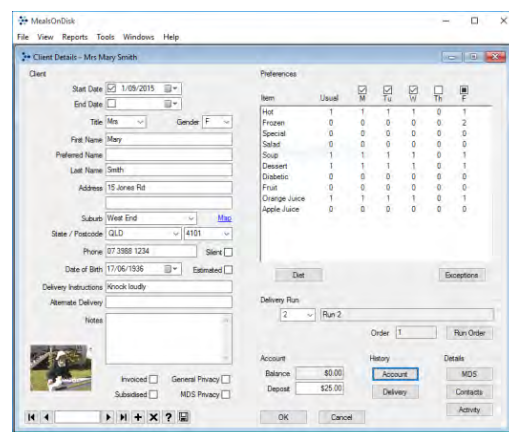
For more than 10 years, MealsOnDisk software has been helping Meals on Wheels services across Australia, to ensure that the right meals are delivered to their clients each day, as efficiently as possible. It was originally developed for a family member involved in a Meals on Wheels service in suburban Brisbane, and is now widely used in Queensland and New South Wales, as well as some of the other states.

MealsOnDisk has been designed to be simple, but powerful. One example of this is MDS Reporting. Many services have been surprised that their quarterly MDS report can be produced in a few minutes with MealsOnDisk, where it used to take many hours to do it manually. With the introduction of the DSS Data Exchange (DEX) this year, MealsOnDisk provides that same reporting efficiency. In fact, there should be very few changes to MealsOnDisk for DEX as far as the users are concerned, even though the data formats are quite different.

In the early days of MealsOnDisk most services were on Windows XP and some were still using Windows 98. Most services did not have internet access, and if they did it was dial-up, so installation was off a CD that was posted out. Now, most services have broadband internet and Windows 10 is becoming the norm.

### New Features for Version 3

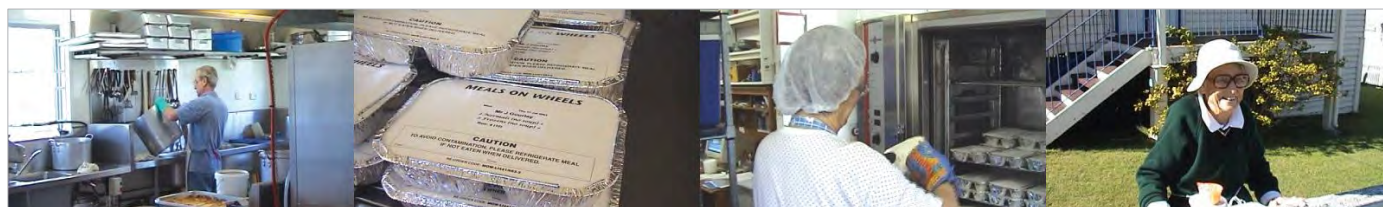
- Automatic transfer of data to DSS Data Exchange (DEX)
- Continued support for MDS where required
- New reporting system to provide better data export and more flexibility in providing custom reports
- Installation and auto-updating over the internet
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- Continuing support for Windows Vista, 7 and 8
- Administrator access no longer required
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- And more to come ...



For more information about how MealsOnDisk software can help your Meals on Wheels service to be more efficient, or to find out more about the major updates that are being rolled out, please contact us:

Web: [www.mealsondisk.com](http://www.mealsondisk.com)  
 Email: [help@mealsondisk.com](mailto:help@mealsondisk.com)  
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# CITYWIDE “Enriching confidence and expanding experience leading to employment.”

Citywide Skills and Services is a not for profit organisation who is committed to assisting those that have been experiencing challenges obtaining employment. They operate as a host organisation that is federally funded and only operates within the Brisbane Somerset region.

Their MISSION statement is “**Enriching confidence and expanding experience leading to employment.**”

This simple, yet powerful statement ensures our focus and efforts are always directed to assisting the unemployed.

They receive a very unique set of skills and experience. This includes learning to research and develop policy and procedures for a variety of situations and organisations. For the large majority of participants this type of experience would not normally be available to them. Hence Citywide has created a very niche market and their projects have always achieved good outcomes.

Some of their projects have achieved outcomes of up to 50%, where participants have achieved meaningful employment or gone onto further studies.

They do this by providing work relevant education and training whilst providing real work experience opportunities that will assist the unemployed participants. The experience provides on the job professional development using our own designed short courses which have immediate application whereby participants can experience something new and different, which in turn helps them to expand their career options.



Earlier this year the Citywide team partnered with Wendy Smith from Meals on Wheels Pine Rivers & Districts in reviewing, rewriting and researching their Policies and Procedures Manual as well as assisting with updating the onsite MD's folder.

Citywide Skills and Services and their participants are excited to extend this free service to other local Meals on Wheels organisations in their region. They will try to provide other sites with an electronic copy so that they are able to manage and update any changes in legislation pertaining to Meals on Wheels and where possible they will also provide a hardcopy.

If you would like to know more, please contact your Regional Support Officer:

**Nathan Hammond** M | 0428 641 866

**Rachael Speechley** M | 0428 541 883

**Debbie Dennien** M | 0428 541 866

**Kathy Neilsen** M | 0428 541 865

**Ann Maree Edwards** M | 0467 505 653



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# Marketing Update

Our WEBSITE has been well and truly overdue for a significant update, and we're excited to announce that this is now finally underway. We look forward to releasing this early next year, so stay tuned for more details on that.

We've also been working on FACEBOOK CONTENT collecting images, quotes and content, that you will start to see as we post this content onto our Facebook page. If you're challenged with your social media content, you can easily share from our page to yours or when the new website is up and running you will be able to visit the Members Area and download this imagery as you need it. If you'd like some assistance around this please email me at [marketing@qmow.org](mailto:marketing@qmow.org)

As you are no doubt aware we now have a base range of PROMOTIONAL ITEMS which can be ordered via the website. We will continue to add to this as required and there are a couple more items in the pipeline as I write this. If there is anything else that you'd like to

see please just let me know by sending an email to [marketing@qmow.org](mailto:marketing@qmow.org)

And finally, next year we're intending to run a MONTHLY WEBINAR program, covering various topics for the benefit of Services.

Please refer to the schedule below. More information on who will be delivering each of these topics, the timing and how you can access them etc, will be provided via Friday Fast Facts leading up to each event. If there is a topic that you'd like to have included in this schedule, please contact your RSO directly or send me an email at [marketing@qmow.org](mailto:marketing@qmow.org)



Katrina Jermyn  
Marketing Consultant  
[marketing@qmow.org](mailto:marketing@qmow.org)

| 2017 WEBINAR SCHEDULE                                                            |                                                                                            |                                                                      |
|----------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------|----------------------------------------------------------------------|
| <b>JANUARY</b>                                                                   | <b>24 FEBRUARY</b><br>WAYS TO RECRUIT NEW CLIENTS AND EXPAND YOUR BUSINESS WITH INNOVATION | <b>10 MARCH</b><br>DEVELOPING BUDGETS & FINANCIAL MANAGEMENT SYSTEMS |
| <b>28 APRIL</b><br>FOOD ALLERGIES AND SPECIAL DIETARY REQUIREMENTS               | <b>26 MAY</b><br>FOOD SAFETY                                                               | <b>23 JUNE</b><br>DEX REPORTING                                      |
| <b>21 JULY</b><br>GOOD GOVERNANCE AND HOW TO A RUN AN EFFECTIVE AGM              | <b>25 AUGUST</b><br>INNOVATION AND EFFECTIVE MEAL PRESENTATION                             | <b>22 SEPTEMBER</b><br>RECRUITING AND RETAINING VOLUNTERS            |
| <b>27 OCTOBER</b><br>ADDRESSING THE NEEDS OF MULTI CULTURAL CLIENTS AT A SERVICE | <b>24 NOVEMBER</b><br>HOW TO DEVELOP AND IMPLEMENT A CHOICE MENU FOR CLIENTS               | <b>DECEMBER</b>                                                      |





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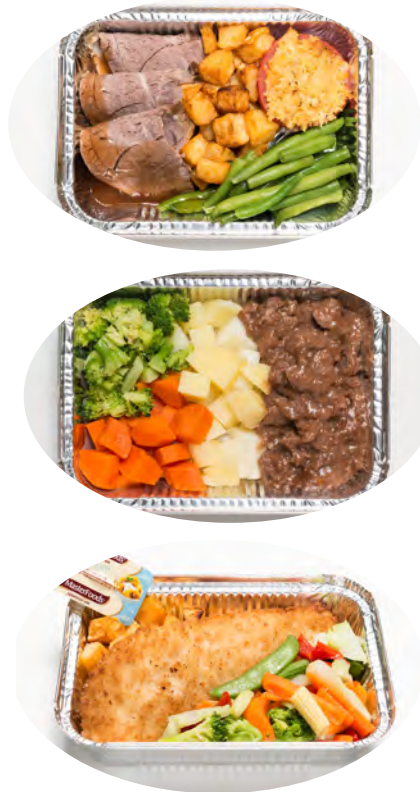
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# HOW NEW PACKAGING CAN IMPROVE YOUR MEAL PRESENTATION

Meals on Wheels Queensland has recently undertaken discussions with Savill Packaging from South Australia. Savill have over 30 years' experience supplying the food & hospitality industries with quality packaging and recently have embarked on a partnership with Meals on Wheels South Australia.



Queensland Meals on Wheels Member Services will benefit from this relationship with Meals on Wheels South Australia as it has given them an understanding of the unique needs of Meals on Wheels Services. One valuable offering by Savill is that they have committed to supplying containers to Meals on Wheels Queensland

Member Services anywhere in Queensland, the unique aspect of this commitment will be that any costs associated with freight will be included in the initial pricing offered per unit, elevating the potential for additional costs impacting on the operations of Member Services.

Within an increasingly competitive market place and the pressure squeeze on every dollar, Queensland is keen to support Member Services in making key changes to their offerings to assist them in addressing the needs of Clients.

Specifically, the lids have been re-designed to ensure the packing not only looks attractive but also better informs the clients and provides additional space for written special instructions or labels. The frozen meals have also undertaken a face lift, they now have a much more appealing blue lid.



These new foils are shallower and wider than the current

containers being used by Member Services. Given the research undertaken by Savill and South Australia Meals on Wheels it has been found to make the meal more appealing, making an effort to plate food in a thoughtful way also makes people feel special and more likely to consume the meal.

It's a small thing, but it can make a difference - particularly if you're hoping to make an impression on the receiver! Food presentation is just as important as taste and smell. If presented well, food will look appetising, encourage people to try new recipes and may even influence them to adopt better nutritional practices.



For more information  
please contact:  
Ann Maree Edwards

Ph | 0467 505 653



**SAVILL PACKAGING** have been supplying the Foodservice and Hospitality industry for over 30 years and as Packaging Specialists, we have over 3000 packaging products in our range.

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**For further information, please contact your Regional Support Officer**



**SOUP CUP** - an insulated paper cup that is practical, easy to handle and more environmentally sound than foam products

**MAIN MEAL FOIL CONTAINER** - specifically designed for MOW, the dimensions were determined by serve sizes/nutritional requirements, layout and presentation of the meals.



**CLOSING MACHINES** - Closing machines for folding the foil once the lid is in place, can be made available if required.

**DESSERT CONTAINER** - freezer grade plastic container significantly reduces the risk of plastic splintering during packing, transportation or in the home. Whilst the container is made from freezer grade material, it is also microwaveable for reheating purposes.



# Japan visit Meals on Wheels Mitchelton

On the 15th September 20 members from the Japan Medical Food Services Association visited Meals on Wheels Mitchelton to see how meal delivery services worked in Australia. The group consisted of members of the local hospitals, food companies, and community services. Ralph and the team at Meals on Wheels Mitchelton gave an extensive overview of their organisation. The Japanese visitors were also educated on Nutrition, Food Safety, Menu choices, Costing, Funding and of course the importance of volunteers in the organisation. Ralph and the team provided morning tea to their visitors, and in reciprocation they gifted the services with some lovely souvenirs from their home country.





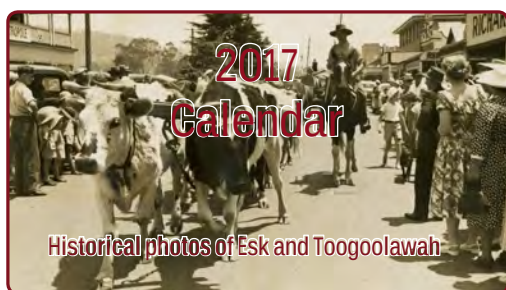
# 2017 Calendars

This year for the first time we produced the 2017 Calendars in-house, giving Services the flexibility to choose one of 3 options as follows:

- Customised with own images and individual service details
- Meals on Wheels Queensland sourced images and individual service details
- Meals on Wheels Queensland supplied images and generic address details

We're pleased to say that by doing this in-house we've not only been able to provide greater flexibility in terms of cost and format that services can choose from, we've also been able to shorten production lead-times allowing more time for services to put in their orders. In addition to this, in some instances we've also been able to accommodate additional requests over and above the initial production run.

Some services have been so pleased with the outcomes, that they've even been selling these calendars as a fundraising exercise (maybe something to think about for your 2018 Calendars).



Brisbane Valley Meals on Wheels  
(covering Esk and Toogoolawah)  
9 Heap Street | PO Box 33  
Esk | QLD 4312  
Phone: 0438 178 921  
Email: r.m.mills@bigpond.com



1300 90 97 90  
For help, or to help  
Many thanks to the photographers that have kindly provided their photo for this calendar - Please see the back of this calendar for all of their contact details



Dalby Meals on Wheels  
9 North Street  
PO Box 940  
Dalby QLD 4405  
Phone: 4662 5230  
Email: mowdalby@bigpond.com



## MANY THANKS TO THE WONDERFUL PHOTOGRAPHERS

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Don Porter - Meals on Wheels Cardwell

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# Bundaberg celebrates 50 years of Meals delivery

On the 17th October, Meals on Wheels Bundaberg and District celebrated 50 years of meals deliveries in their local area. Over 100 people gathered to celebrate this milestone for the service with a lovely meal prepared by their very own chef, Michelle, and served by the lovely ladies of Bargara Lioness Club.

Many past and present supporters and volunteers joined the current committee to shared stories of the services' history, overcoming adversity and moving into the future.



*Bargara Lioness Club Members  
Left to Right:- Ann Duffy, Kay Mason,  
Barbara Hargreaves,  
President Joyce Donghi, Denice Fritz*



*Left to Right:- John Crossley Foundation  
President Noel Edwards Foundation Treasurer  
and Noel Searle OAM former Management  
Committee Member and Life Member.*



*Left to Right:- Kathy Evans, Wayne  
Evans - Management Committee  
Member, Stephen Bennett MP - Local  
Member for Burnett and Rachael  
Speechley RSO.*



*Barbara receiving her Roll of Honour  
Certificate from QMOW President,  
Tony Charlesworth*

# History on Display

We love to see our services history on display as we visit. Gin Gin has saved a small part of their history and has it on display in their office at the Gin Gin Hospital. The small purse was used for collecting payments in the early 80's, it looks a lot older than that though, when the cost of a meal was about \$1.50. Preserving such history is a wonderful gift to the future.

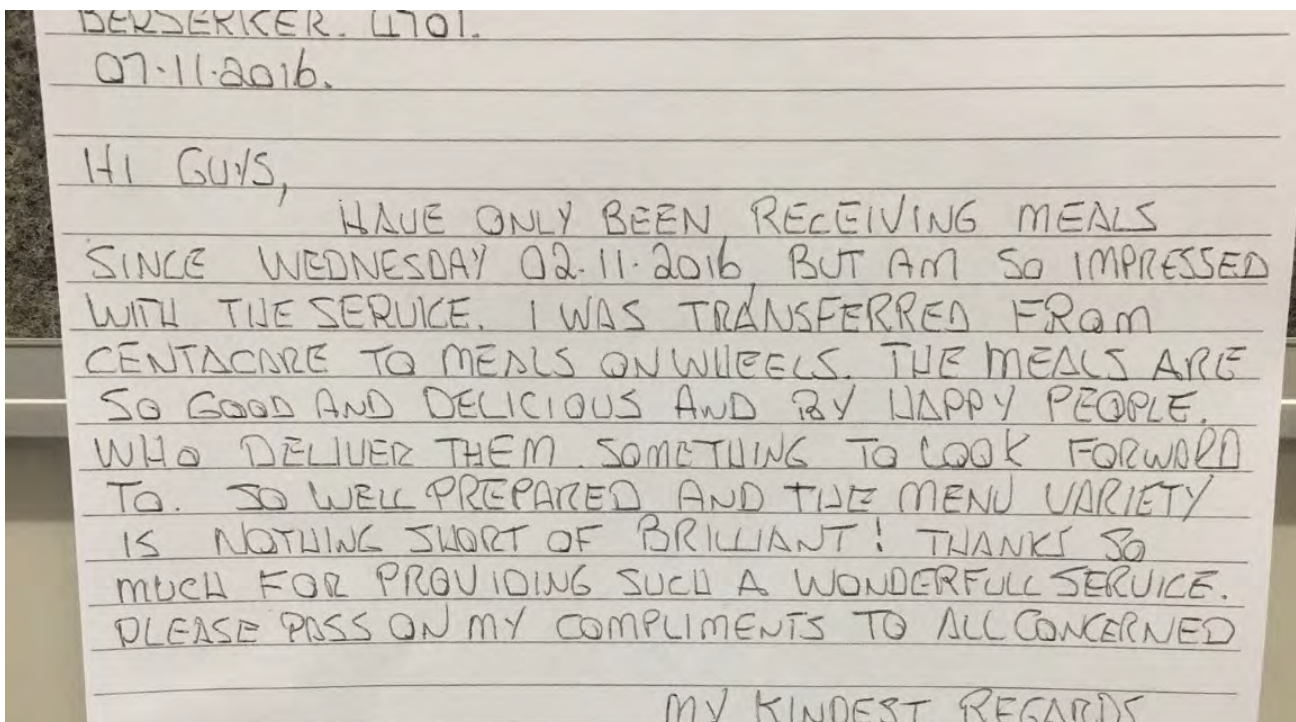


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## Great to read!

I love reading the feedback we receive from our clients. Below is a letter that Meals on Wheels Rockhampton received from a client within a few days of them beginning their brokerage agreement with another community service. Great work Meals on Wheels Rockhampton.

*Rachael Speechley  
RSO Central QLD*





# Discovery Coast discover a need

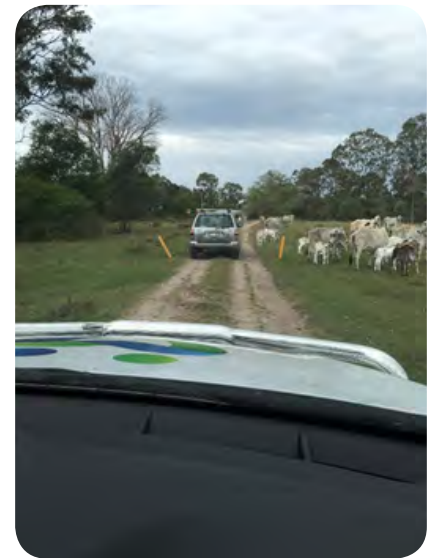
When Kerrie Jackson found herself in need of help when it came to meals for her family after sustaining an injury, she saw a need in her local area that a Meals on Wheels Service could fill so made contact in regards to starting a service on the Discovery Coast.

In a short 4 month period, Kerrie along with a small band of interested community members have been able to source support for a service in their area from the community, local businesses and local members of parliament plus many others. On the 29th September, the first deliveries were made (with some unique obstacles).

I was very lucky to be able to join Kerrie and Alan as they made the first delivery to new client Dianne Barling who praised the advent of the service in their area and how vital it was to people like herself. The unique obstacle was a herd of cattle with brand new calves, they still had their umbilical cords, so it was a great sight. Although the calves had no idea what the big things bearing down on them were and refused to get off the path so we had to go round quite a few. A big thank you needs to go to the volunteers who have stepped forward to start this service and especially those who have taken on a committee role. They are being ably supported by Meals on Wheels Bundaberg with the provision of frozen meals for weekly delivery and administration support for their clients.



Left to Right:- Alan Lowry, Treasurer DCMOW, Kerrie Jackson, President DCMOW and Dianne Barling - Client



Les is pictured here with Michelle Bitcher, a hospital kitchen staff member.

## National Meals on Wheels

Each year on National Meals on Wheels Day, Meals on Wheels Clermont serve their clients a chef prepared meal. Les Bones, a volunteer driver, committee member and qualified chef, works closely with Clermont Hospital Kitchen Staff to plan and prepare a special meal for their clients to make National Meals on Wheels Day extra special.



# 1300 90 97 90

For help, or to help



**Meals on Wheels**  
Queensland

Queensland Meals on Wheels Services Association Incorporated

**ABN:** 63 104 919 974

**Office Address:** Unit 16 | Cameron House | Strathlink  
27 South Pine Road | Brendale | QLD | 4500

**Postal Address:** PO Box 2393 | Strathpine Centre | QLD | 4500

**All telephone enquiries to be  
directed to State Office:**

**Telephone:** 07 3205 5588

**Fax:** 07 32051667

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**Web:** [www.qmow.org](http://www.qmow.org)

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