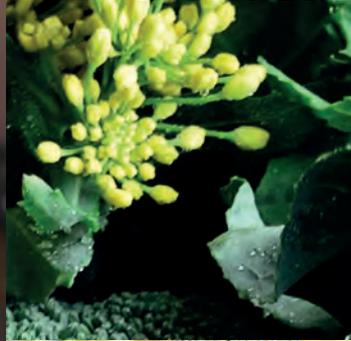




Meals on Wheels
Queensland



Annual Report 2015-2016





Meals on Wheels Queensland

STATE OFFICE

Queensland Meals on Wheels Services Association Inc.

Unit 16 "Cameron House"

Strathlink

Brendale

Queensland 4500

PO Box 2393

Strathpine Centre

Queensland 4500

P | 3205 5588

E | info@qmow.org

F | 3205 1667

W | www.qmow.org

ABN | 63 104 919 974

More
than just
a meal

Business Partners



Commonwealth Bank



Meals on Wheels
Queensland

Queensland Meals on Wheels Services Association Inc.

PO Box 2393, Strathpine Centre, Qld 4500

Telephone: (07) 3205 5588 Facsimile: (07) 3205 1667

Email: info@qmow.org Website: www.qmow.org

ABN: 63 104 919 974



Aboriginal and Torres Strait Islander people should be aware that this document may contain images of people who have since passed away.

President's Report

Welcome ladies and gentlemen to the 40th Annual Report of Queensland Meals on Wheels Association Incorporated. A special welcome to those who have been added to the "Roll of Honour" and to Mary Lowe, AM.

Over the past year, two million times over, homes around Queensland received a knock on the door. More than 40,000 different people were greeted by friendly volunteers and had a brief conversation, alleviating for some the loneliness of their day. The volunteers delivered a hot, chilled or frozen three course meal and made sure the person was safe and well.

2015/16 has been a year of accelerating momentum for our organisation. One in which we have seen continued change and growth. From the 1st July 2015, the Australian Government commenced rollout of the Aged Care reforms seeking to "create a better system to give older people more choice, more control and easier access to a full range of aged care services." To stay relevant and retain a competitive edge during this period of change requires a rapid, strategic and flexible response. We have responded accordingly – improving and increasing the services offered, providing proactive information sessions and changing our strategic and operational approach while remaining committed to our mission, vision and values. This will continue to drive our focus for 2016 - 2017.

At the heart of both the community we serve and our organisation are our Member Services. They remain our highest priority and our core focus is unwavering – to continually improve our service standards, develop supportive relationships with our Member Services, and have a positive impact on the lives of those who access Meals on Wheels.

In the past year we have provided a considerable amount of direct support to Member Services, through the increased resourcing of our Regional Support Officers who operate across Queensland. I am sure that State Manager, David Bannister, will elaborate on this in his report as there has been overwhelming positive feedback from Member Services. Similarly the Board continues to oversee the identification of ways to minimise the administrative burden of compliance and reporting.

We have a strong community focus within Meals on Wheels and we continue to work with our Member Services to identify where there are needs that we can fill, and to find better ways to do what we do. We expect to increase this activity over the coming year, looking at specialisation, innovation, new and different service types, whilst ensuring that we stay true to our mission of assisting our Member Services to deliver 'More Than Just A Meal'. More than ever before, collaboration and partnering are critical to achieving positive outcomes.

The Board is honoured to receive invitations to attend functions organised by members. Unfortunately we are not able to attend as many as we would like but it is always very humbling to be involved in celebrations and to speak with volunteers and hear about their experiences and see how they are coping with change.



Tony Charlesworth

President

Annual Report 2015/16 from the State Manager

The 2015-16 financial year was an important period of stabilisation for Queensland Meals on Wheels Services Association Inc (QMOWSAI) and provided us all with an opportunity to start building for a truly united future. We have made some significant changes not only to our overall operations but to the way in which we aim to serve and assist you our Members.

Supporting our Member Services and volunteers

QMOWSAI will continue to advocate for greater recognition and understanding of the role Meals on Wheels Services play within their local communities, and we are confident that the subject is steadily moving out of the shadows and into the light. Work will continue from both a QMOWSAI and Australian Meals on Wheels Association (AMOWA) perspective in the coming months, greater focus is being given to the current funding levels and what we will need to do to address the next funding period to ensure our long-term viability.

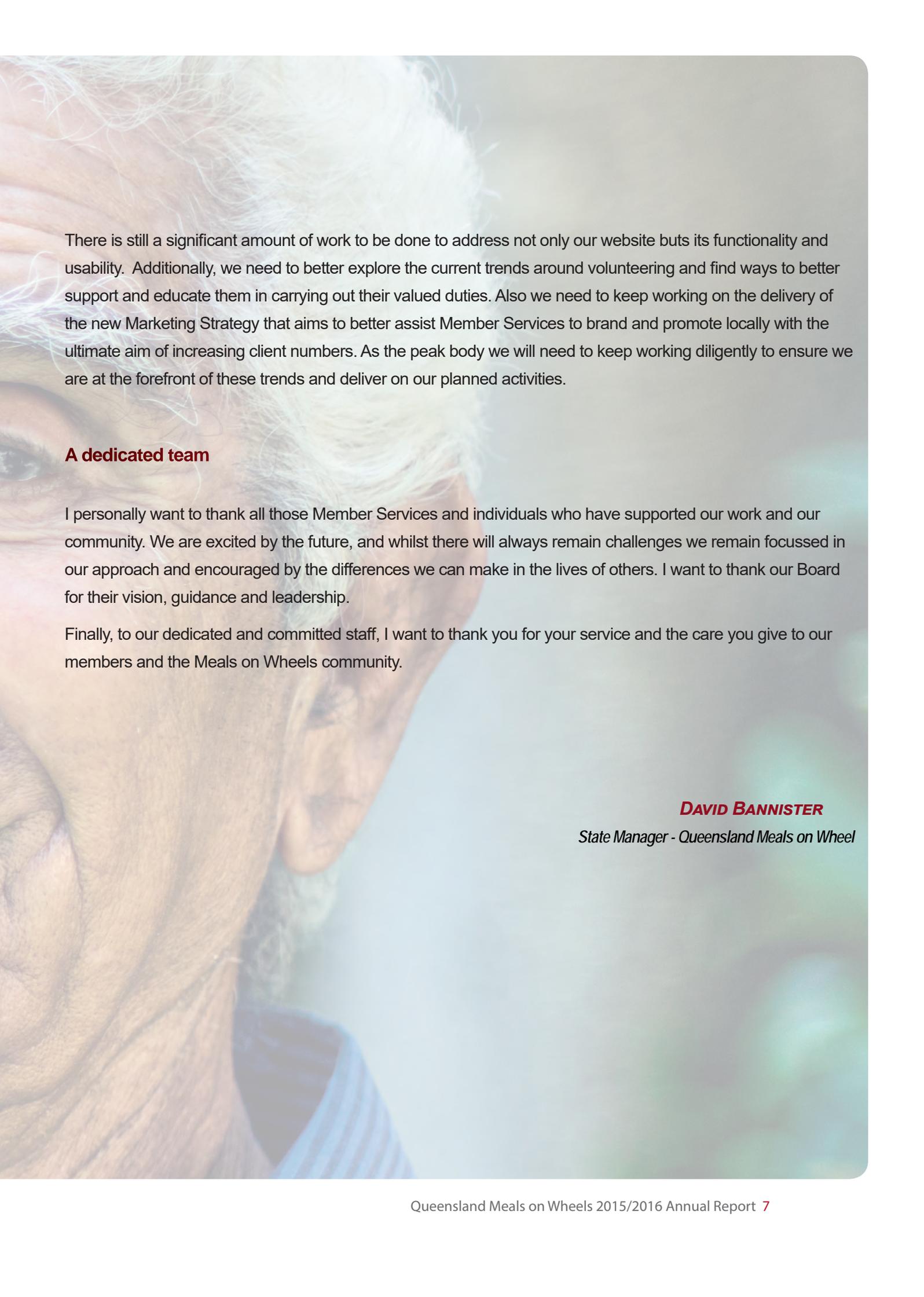
There have been opportunities during the year for staff to participate in a range of professional development activities that feed into the way we can better deliver support to our Members. Each Regional Support Officer has greatly enjoyed visiting 'their' Services and strengthening relationships with committee members, staff and volunteers. There has been overwhelming positive feedback from Members about this change in initiative, with QMOWSAI now a 'bottom up' service focused organisation, this change allows us to better respond to the needs and challenges faced by you.

I am also glad to welcome new staff members Nathan Hammond and Rachael Speechley into the Meals on Wheels family, each taking up roles as Regional Support Officers.

Work has continued to ensure safety remains a major focus, this year we have undertaken a major revision of the Workplace Health and Safety policies and procedures to ensure we meet current legislation. To help all those involved remain up-to-date with procedural matters, we thoroughly revised the volunteer handbook and provided free copies to all Members. Continuing on this theme, we have provided an updated version of the client and carers handbook which has been extremely well received.

Challenges

We have been conscious of the need to streamline QMOWSAI to meet the needs of both our Member Services and the greater community in general, and ensure the support and service offered are appropriate and more accessible. This streamlining has seen the restructuring of roles within the organisation allowing us to provide more targeted professional support.



There is still a significant amount of work to be done to address not only our website but its functionality and usability. Additionally, we need to better explore the current trends around volunteering and find ways to better support and educate them in carrying out their valued duties. Also we need to keep working on the delivery of the new Marketing Strategy that aims to better assist Member Services to brand and promote locally with the ultimate aim of increasing client numbers. As the peak body we will need to keep working diligently to ensure we are at the forefront of these trends and deliver on our planned activities.

A dedicated team

I personally want to thank all those Member Services and individuals who have supported our work and our community. We are excited by the future, and whilst there will always remain challenges we remain focussed in our approach and encouraged by the differences we can make in the lives of others. I want to thank our Board for their vision, guidance and leadership.

Finally, to our dedicated and committed staff, I want to thank you for your service and the care you give to our members and the Meals on Wheels community.

DAVID BANNISTER

State Manager - Queensland Meals on Wheel

THE QMOWSAI ORGANISATIONAL STRUCTURE

Board of Governors

State Manager

Regional Support Officers

State Support

Specialist
Services

Communication
& Marketing

Corporate
Services

Vision Statement

EFFECTIVELY
SUPPORTING
MEMBER SERVICES
TO PROVIDE MORE
THAN JUST A MEAL

Focus Areas

1. Capacity Building Through Governance, Management and Leadership
2. Representing and Advocating for Member Services
3. Unrivalled Proficiency in Service Delivery
4. Successful Promotion of Member Services to the Community
5. Effective Strategies for Long Term Sustainability

Mission Statement

TO FACILITATE, GUIDE
AND SUPPORT MEMBER
SERVICES ENABLING
THEM TO PROVIDE TO
THE COMMUNITY MORE
THAN JUST A MEAL

Values

The core values of Queensland Meals on Wheels are:

- Demonstrate Integrity
- Work With Accountability
- Be One Team
- Inspire Trust
- Innovate and Adapt

Strategic Plan - Performance Update

As we embark on implementing the 2016-18 Strategic Plan it is important to highlight some of our achievements over the past few months and remind ourselves of the objectives we have laid out. Under the guiding vision of effectively supporting member services to provide “more than just a meal”, we have set an ambitious program of work that emphasises excellence in service and support, and have sought to address institutional governance and operational inefficiencies that were damaging our efforts and could no longer be ignored. The changes we have planned will undoubtedly strengthen QMOWSAI, however, change of this scale is never easy, nor is it straightforward in an organisation the size of ours and scale of the coming challenges within our sector.

The following points details our current performance against the original 5 key focus areas and some 160 sub-strategy initiatives. It highlights some of the current achievements realised under the 2016-18 Strategic Plan where Queensland Meals on Wheels Services Association Inc (QMOWSAI) is starting to reap the benefits from increased focus and investment in essential areas.

Capacity Building through Governance, Management and Leadership

- o Development and delivery of a revitalised and sector-leading Strategic Plan that outlines the future direction of QMOWSAI until 2018
- o The State Manager undertook a complete rewrite of over 100 policies and procedures to ensure that we are operating at the top end of industry ‘best practice’ and comply with relevant legislation. Fifty of these policies and procedures have been approved to date by the QMOWSAI Board.

Representing and Advocating for Member Services

- o Strengthened the influence of QMOWSAI at the National level of Meals on Wheels with a stronger focus on addressing sector inconsistencies and ensuring Queensland representation on the Parliamentary Friends of Meals on Wheels Committee
- o Developed and delivered a communication strategy with both State and Commonwealth funders through quarterly meetings between the State Manager and key stakeholders from all levels of Government.

Unrivalled Proficiency in Service Delivery

- o Reviewed and redeveloped the current staffing structure of QMOWSAI to allow for greater targeted investment into providing professional support services for key operational areas
- o Established performance targets for engagement with all Member Services by Regional Support Officers and the State Manager.

Successful Promotion of Member Services to the Community

- o Development and delivery of a sector leading marketing strategy that aims to assist Member Services to brand and deliver locally
- o Introduction of an annual Member Service Award for excellence in client care.

Effective Strategies for Long Term Sustainability

- o Encouraged cooperation and collaboration between Member Services allowing for a supportive approach to assist long term sustainability and address any gaps or barriers to the delivery of services
- o Establishing a State level approach to assist Member Services in minimising costs and increasing the level of support and guidance offered.

Governance Statement

Queensland Meals on Wheels Services Association Inc. (QMOWSAI) is incorporated under the Associations Incorporation Act 1981 (Queensland) and operates under the Rules of Association (the Constitution) most recently updated on 7th April 2016. Under the Constitution, QMOWSAI's affairs are managed by the Board of Governors. This governance statement outlines how the Board discharges that responsibility.

Achieving our Objectives

The Board's primary role is to ensure QMOWSAI achieves the objectives for which the Association was established which are to represent, assist and develop Meals on Wheels Services and other food related services. The primary role also ensures that all persons have access to appropriate and nutritious meals and other food related services for the purpose of assisting vulnerable members of the community who wish to remain living independently at home. QMOWSAI is reliant on its members' subscriptions and grants in providing this service to its members.

The Board is comprised of a President, Vice-President, Treasurer, Secretary, and up to six ordinary members. The Board is elected every two years before the Annual General Meeting. The roles and responsibilities of these key positions in the governance system are documented and understood.

Specific Responsibilities of the Board

The Board fulfils its primary role by:

- Formulating QMOWSAI's Strategic Plan, considering feedback from Member Services with input from the State Manager and staff
- Selecting, appointing, guiding and monitoring the performance of the State Manager
- Approving operating and capital budgets formulated by the State Manager
Monitoring management's progress in implementing the Strategic Plan
- Monitoring QMOWSAI's financial performance ensuring adherence to operating and capital budgets
- Putting in place a suite of delegations, policies and procedures
- Ensuring QMOWSAI's financial viability, solvency and sustainability
- Ensuring stakeholders receive regular reports, including financial reports
- Ensuring the association complies with relevant legislation and regulations
- Acting as an advocate for QMOWSAI and Member Services whenever and wherever necessary.

Management's Responsibility

The Board has formally delegated responsibility for QMOWSAI's day-to-day operations and administration to the State Manager, as the leader of our organisation.

The State Manager is responsible for achieving the operational targets set out in the Strategic Plan, and is authorised by the Board to make decisions and initiate activities to achieve those results, within the framework provided by the Board-approved policies and procedures. The Board is responsible for setting the State Manager's remuneration, and the State Manager sets remuneration for all other staff, within the budgetary constraints approved by the Board.

Board Oversight

The Board oversees and monitors management's performance by:

- Meeting at least 9 times during the year
- Presentation of a Treasurer's report at these meetings compiled from information provided by management
- Receiving additional information and input from the State Manager when necessary.

Reporting to Members

The Board reports to members at the Annual General Meeting and at a mid-year General Meeting. At the Annual General Meeting, the annual report, which includes the audited financial statements for the year just ended, is presented to members.

Future Governance Improvements

Over the past year, the Board has undertaken a full review of our corporate governance framework, including all policies and procedures. Over 100 policies and procedures have been drafted and approved, with more to be approved in the coming year.

Additionally, the Strategic Plan for 2015-2018 was adopted on 23 February 2016 which has provided direction for the State Manager in developing QMOWSAI's Operational Plans. The Strategic Plan included a performance reporting framework which included reporting progress to Member Services and other stakeholders on a regular basis. Such a report is included with this Annual Report.

BOARD MEMBER	MEETINGS ATTENDED	MEETINGS ELIGIBLE TO ATTEND
Tony Charlesworth	10	10
David Trigg	10	10
Jenny Powell	10	10
Katrina Faulkner	10	10
Jeanette King	7	10
Diane Ryan	9	10
Peter Donghi	10	10
Vanessa Gregory	10	10
Lloyd Stirling	9	10
Lawrence Boyne	9	10

Financial Report

FINANCIAL YEAR ENDED 30th JUNE 2016

Net Result

The Board committed to aiming for a break-even position for this financial year and I am pleased to report that we achieved a surplus of \$164,169. The majority of this surplus relates to a bequest received during the year for \$110,308 with the remainder of the surplus due to operational savings with 2 RSO positions being vacant for approximately 2 months. This year's surplus compares to previous years' results as follows:



Revenue

Consistent with previous years, our revenue is derived mainly from grant revenue received from the Commonwealth and Queensland Governments. This was approximately 77% for the year ended 30th June 2016. We continue to be very grateful for the support of the Commonwealth Department of Health and the Queensland Department of Communities, Child Safety and Disability Services in providing us with operational funding.

The graph following demonstrates that revenue is reasonably consistent with previous years except for a bit of a blip in revenue received from other sources in the year ended 30th June 2014. This was mainly due to advertising contributions received from Member Services.



Expenses

Our main expense continues to be the salaries and wages paid to our staff. These have been reduced from a high in 2014 to a five-year low in 2016, representing a focus by the Board and Management to reduce such costs, along with the impact of two RSO positions being vacant for 2 months:



Other major changes in expenses compared to last year are as follows:

- Advertising expenses were high in 2014/15 as a large portion of advertising contributions from Member Services was spent in 2014/15. Additionally in 2015/16, the Board and management held back any advertising spending until completion, adoption and implementation of the Marketing Plan.

- Consulting and professional fees were high in 2016 as we contested a variety of legal claims against the Association. The Board was pleased with our legal representation which contributed to positive outcomes for our organisation. Additionally, we have engaged various consultants during the year in line with our Strategic Plan, e.g., a marketing consultant to develop the Marketing Plan.
- Training expenses are considerably higher in 2016 compared to 2015 as developing the skills of our people became a priority identified by the Strategic Plan.

It is noted that \$11,547 was donated to Member Services as part of our Financially Disadvantaged Clients Program. This is similar to the 2015 level of donations and continues to be funded through donations received by QMOWSAI.

2016 Budget

At its meeting on 2nd August 2016, the Board approved a budget for the 2015/16 financial year. This budget aims to break-even operationally, but will access reserves for 2 items resulting in the following projected deficit:

	\$
Operational budget	—
Marketing for identified Member Services	(35,000)
Special Projects	(10,500)
Budgeted Deficit	(45,500)

The State Manager has committed to breaking-even operationally, even with the increased workload associated with the implementation of the Operational Plan.

In response to queries received from certain Member Services, the Board and Management of QMOWSAI jointly undertook an investigation of how advertising contributions received from Member Services in 2013/14 were expended. This investigation found some inequity in how the advertising money was spent relative to the contributions from Member Services in the applicable advertising regions to the tune of approximately \$35,000. The Member Services with an estimated deficit will be contacted in the coming weeks by the State Manager to arrange provision of marketing assistance and collateral to that estimated value. The Board has approved funding of this from our reserves so as not to impact implementation of the Operational Plan during 2016/17.

The bequest received during 2015/16 was set aside by the Board to fund Special Projects. A reserve has been established for this contribution in our financial records and establishes funding for items that come to the Board and State Manager's attention that are not currently in our Operational Plan. It is estimated that we will spend \$10,500 from this fund in the coming year, with any further needs considered by the Board upon application by the State Manager.

Balance Sheet

Our balance sheet continues to be very strong, with our cash position improved from last year due to our positive result for the year ended 30th June 2016.



Summation

The financial position of the Association is strong, and the Board is confident that this will continue in the future as the State Manager and staff implement the Operational Plan through to 30th June 2017.

The formal financial statements are included at the end of this Annual Report which show our financial performance and position in more detail as at and for the year ended 30th June 2016. Attached to the financial statements is the Auditor's Report from SRJ Walker Wayland Chartered Accountants to meet our compliance requirements. I would like to thank Jason Croston and his staff for their assistance in completing the audit and their high level of professionalism over the last 2 years during my tenure as Treasurer.

I would also like to thank the Board, State Manager and QMOWSAI staff for their help and support in conducting my role. The commitment of all parties to accurate and complete financial reporting is a demonstration in effective teamwork and is essential in assisting the Board to make informed financial decisions.

KATRINA FAULKNER
Treasurer



Introducing

'Our People'

- **Board of Governors**
- **In the office**
- **In the field**

Board of Governors

President	Tony Charlesworth
Vice-President	David Trigg
Secretary	Jenny Powell
Treasurer	Katrina Faulkner
Ordinary Members	Jeanette King
	Diane Ryan
	Peter Donghi
	Vanessa Gregory
	Lloyd Stirling
	Lawrence Boyne

The Board of Governors was in place as above for the full financial year ended 30th June 2016.

TONY CHARLESWORTH

PRESIDENT

- 25 years in Retail Management, and 17 years as a Small Business Owner/Operator
 - 11 years with Mackay Meals on Wheels, with 4 years as President
 - 6 years on the QMOWSAI Board – Vice President for 2.5 years and President for 1.5 years
 - Chair Compliance Sub-Committee.
-



DAVID TRIGG

VICE PRESIDENT

- Certificate 4 in Volunteer Co-ordination and Management
- 24 years with Oakey Meals on Wheels Inc – 10 years as a Committee member and 14 years as President
- 10 years on the QMOWSAI Board - 4 Years as Treasurer and 1.5 years as Vice-President
- Finance Sub-Committee.



JENNY POWELL

SECRETARY

- Diploma of Teaching (Arts)
 - 35 years working in education and training in South Australia and the Northern Territory
 - 8 years with Boyne Tannum Meals on Wheels – 5 years as Secretary. 2 years volunteer with Darwin Meals on Wheels
 - 6 years on the QMOWSAI Board – 3 years as Secretary
 - Compliance Sub-Committee.
-



KATRINA FAULKNER

TREASURER

- Bachelor of Economics, Chartered Accountant and Registered Company Auditor
 - 28 years in financial services and consultancy
 - 4 years with Cairns Meals on Wheels as Secretary
5 years as volunteer with Marlin Coast Meals on Wheels – 1 year as President
 - 2 years on the QMOWSAI Board as Treasurer
 - Chair Finance Sub-Committee.
-



JEANETTE KING, OAM

ORDINARY MEMBERS

- Medal of the Order of Australia for services to Meals on Wheels
 - 40 years with Innisfail Meals on Wheels covering all aspects of service operation. Current President
 - 4 years on the QMOWSAI Board
 - Finance Sub-Committee.
-



DIANE RYAN

ORDINARY MEMBER

- Senior role in Girl Guides for many years
- 20 years with Roma Meals on Wheels
- 7.5 years on the QMOWSAI Board
- Award Selection Sub-Committee
- Finance Sub-Committee.



PETER DONGHI, OMA

ORDINARY MEMBER

- Medal of the Order of Australia
 - Engineer (Mechanical)
 - Manager 22 years Coal Processing Plants
 - 13 years with Bundaberg Meals on Wheels - 4 years as President
 - 2 years on the QMOWSAI Board
 - Finance Sub-Committee.
-



VANESSA GREGORY

ORDINARY MEMBER

- Diploma in Dairy Science, Bachelor of Arts, Post Graduate Diploma in Social Planning, Graduate Diploma in Human Resource Management.
 - Experience in Quality Control and Dairy Product Development, Community Development with Logan City Council, and with the Queensland Government Home and Community Care Resource Unit.
 - 1 year on the QMOWSAI Board
 - Compliance Sub-Committee.
-



LLOYD STIRLING

ORDINARY MEMBER

- Bachelor of Commerce, Associate of Accounting, Fellow of Institute of Chartered Accountants, Fellow of Institute of Internal Auditors, and Certified Internal Auditor
 - Experience includes 11 years in external auditing, plus 28 years with Woolworths Limited as State Audit Manager for Queensland, and National Audit Manager for Stores
 - 7 years with Chermshire Meals on Wheels – 4 years as President and 2 as committee member
 - 2 years on the QMOWSAI Board
 - Compliance Sub-Committee.
-



LAWRENCE BOYNE

ORDINARY MEMBER

- Diploma in Mechanical and Production Engineering
- General Manager for many years for a large Multinational Packaging Company
- President of Woogaroo and District Meals on Wheels for 24 years - involved with Meals on Wheels since 1986
- 2 years on the QMOWSAI Board
- Compliance Sub-Committee.



In the Office

KERRY ANDREASEN
RECEPTIONIST

Commenced working with QMOW in September 2012. Kerry is the first point of contact for incoming phone enquiries and visitors, and she provides administrative support across many areas of the organisation.



DAVID BANNISTER
STATE MANAGER

Commenced working with Queensland Meals on Wheels in June 2015 and is responsible for the day to day management of the organisation. He has a demonstrated track record in developing, implementing and improving operational strategies, program initiatives, systems and processes. Additionally, he comes with a very strong background in working within both the not-for-profit and corporate sectors both domestically and internationally for over 20 years.



KATRINA JERMYN
MARKETING COMMUNICATION

Commenced contract with Queensland Meals on Wheels in Feb 2016 to develop a 2 year Marketing Plan and since May 2016 has been involved with delivering this plan.

Katrina's extensive marketing agency background across multiple marketing disciplines and project management for a wide variety of clients holds her in strong stead to deliver on Queensland Meals on Wheels requirements.



ODETTE SWAINSON
MEMBERS SUPPORT

Odetta has been with Queensland Meals on Wheels since June 2012. Her current role sees her producing new resources for Services i.e. Volunteer Guide, Client & Carers Guide, Committee & Management Guide, Calendars, weekly newsletters and the CUSTOS magazine. She is also responsible for overseeing Police Checks, working in conjunction with the marketing department, managing part-time resources and other Operational duties.



TESSA TUCKWOOD
ADMINISTRATION

Commencing work at Queensland Meals on Wheels in April 2015 in the Capacity of Receptionist, Tessa quickly became a go to person with her I.T. knowledge and skills. In May 2016 Tessa was seconded to the roll of accounts and is now responsible for payroll, accounts payable and receivable. Tessa has settled into her role well and is looking forward to completing her Certificate III in Bookkeeping towards the end of this year.



In the Field

DEBBIE DENNIEN **RSO SOUTHERN QLD**

Debbie Dennien commenced working with Queensland Meals on Wheels in June 2003. She covers the rural part of Southern Qld.

Debbie was with Queensland Meals on Wheels for the pilot project of her role that has since seen five RSOs employed permanently.

Debbie has a background in equestrian sports and with this an ability to work with volunteers in a regulated environment. She has developed strong partnerships with Member Services and external organisations, developing workable solutions to the changing needs of those involved.



ANN MAREE EDWARDS **RSO METRO SOUTH QLD**

Ann Maree commenced working with Queensland Meals on Wheels in May 2008 as the RSO for North QLD. As of February 2016 she took over the role of RSO for Metro South QLD.

Her responsibilities are advising and helping Services implement best business practices, compliance and helping Services implement new initiatives.

Ann Maree has brought skills to Queensland Meals on Wheels which include Business Ownership, Finance, Administration and Management.



NATHAN HAMMOND **RSO NORTH QLD**

Started work for Queensland Meals on Wheels April 2016 and is responsible for all aspects of support for Member Services in the North Queensland region.

He was previously employed by Holland Park Meals on Wheels as a chef for four years. As a qualified chef he brings great insight in all matters within the kitchen and also can pull on his administration and accounting experience from Insurance brokers he worked for in the UK.



KATHY NEILSEN **RSO METRO NORTH QLD**

Commencing work with Queensland Meals on Wheels in September 2011 Kath is responsible for educating, supporting and advocating for the Committees and Coordinators of her 26 Regional Services. She has extensive knowledge in service delivery with ground level understanding. Her experience working in the Not For Profit Sector spans over 13 years. Currently studying nursing, she hopes this will build a strong profile in the future for her education in aged care and community health.



RACHAEL SPEECHLEY **RSO CENTRAL QLD**

Rachael joined Queensland Meals on Wheels in April 2016 to support the Services in Central Queensland to provide "More than Just a Meal".

Rachael comes from a background in community and customer relations in both the corporate and not for profit sectors. Rachael has had extensive experience in customer relation management systems, quality management and volunteering in community based organisations.

Rachael brings with her a wealth of knowledge to help Services achieve their operational goals.



Mary Lowe Living Legend Award

This award recognises the valuable contribution of those volunteers who have paved the way in Meals on Wheels.

Queensland Meals on Wheels want to "inspire" up and coming volunteers by honouring those who have dedicated their lives to caring for clients in this wonderful community of Queensland and by showcasing the wonderful work of those volunteers.

2012	Erla Irving	Meals on Wheels Charleville
2013	June Conolly	Meals on Wheels Maroochydore
2014	Anne Morris	Mount Isa Meals on Wheels
2015	Lola Wernowski	Boonah Meals on Wheels
2016	Sue Tyson	St Stephens Toowoomba Meals on Wheels

"Without Volunteers Meals on Wheels would cease to exist in the way we know it today".

ROLL OF HONOUR

The Roll of Honour set up in 2011, is dedicated to a special group of people who have donated 30 years or more of their time to the welfare and wellbeing of others

1967 | 49 years

Judy Fordyce	Mackay
Michael Fordyce	Mackay
Pam Hillman	Rockhampton

1985 | 31 years

Jennifer Edwards	Kilcoy
Barbara Dowling	Victoria Pt/Redland Bay
Betty Beal	Mount Gravatt
Margaret Stewart	Mount Gravatt

1969 | 47 years

Barbara Hickman	Bundaberg
-----------------	-----------

1986 | 30 years

Helen Reynolds	Holland Park
Sylvia Gilbert	Kilcoy
Caril Davis	Kilcoy
Rosemaree Lewis	Mitchelton

1977 | 39 years

Joyce Gilbert	Goondiwindi
---------------	-------------

1981 | 35 years

Linda Mcinnes	Mount Gravatt
Jan Gallagher	Mount Gravatt

1983 | 33 years

Michelle Smith	Wondai
----------------	--------

Congratulations on this wonderful achievement

Affiliated Member Services 2016

Acacia Ridge	Geebung	Paradise Point
Alpha	Gemfields	Pine Rivers & District
Aramac	Gin Gin	Pomona
Ashgrove	Gladstone	Proserpine
Atherton	Glasshouse	Ravenshoe & District
Babinda District	Goondiwindi	Redcliffe
Baralaba	Gympie	Rochedale-Springwood
Barcaldine	Holland Park	Rockhampton
Beaudesert & District	Hughenden	Roma
Beenleigh	Inala	Rosewood
Biggenden	Ingham	Sandgate & District
Blackall	Inglewood	Sarina
Boonah District	Innisfail	SB Care
Bowen	Ipswich	Shailer Park
Boyne Tannum	Jandowae	Sherwood & District
Bribie Island	Kenmore	Southport
Brisbane Valley	Kilcoy	Springsure & District
Broadbeach	Killarney	St Andrews Townsville
Bulimba & District	Laidley	St Stephens Toowoomba
Bundaberg & District	Logan Central	St. George
Burnie Brae	Logan West	Stafford
Burpengary	Longreach	Sunnybank-Salisbury
Caboolture	St Andrews Lower Burdekin	Tara
Cairns	Lowood & District	Taroom
Caloundra	Mackay	Tewantin Noosa
Capalaba	Mareeba	Tin Can Bay
Cardwell	Marlin Coast	Tully
Carina	Maroochydhore	Twin Towns
Centenary	Miles	Victoria Point-Redland Bay
Chermside	Millmerran	Wandoan District
Chinchilla	Minjerriba	Western Suburbs
Clermont	Mission Beach	Winton
Collinsville & Scottville	Mitchell	Wondai & District
Coolum & District	Mitchelton	Woogaroo & District
Crosby Park	Mount Gravatt	Wynnum & Manly District
Crows Nest	Mount Isa	Yeppoon
Cunnamulla	Mount Morgan	Yeronga
CURA	Moura	
Dalby	Murgon	
Deception Bay	Nambour	
Dirranbandi	Nerang & District	
Fraser Community	Nudgee	
Gatton	Nundah	
Gayndah	Oakey & District	

Queensland Meals On Wheels Services Association Inc

ABN: 63 104 919 974

Financial Statements

For the Year Ended 30 June 2016

Queensland Meals On Wheels Services Association Inc

Contents

For the Year Ended 30 June 2016

	Page
Financial Statements	
Statement of Surplus or Deficit and Other Comprehensive Income	1
Statement of Financial Position	2
Statement of Changes in Equity	3
Statement of Cash Flows	4
Notes to the Financial Statements	5
Statement by Members of the Board	13
Independent Audit Report	14

Queensland Meals On Wheels Services Association Inc

Statement of Surplus or Deficit and Other Comprehensive Income
For the Year Ended 30 June 2016

		2016	2015
	Note	\$	\$
Revenue	2	352,712	287,179
Other income	2	1,027,111	1,052,699
Cost of sales		(48,656)	(55,823)
Employee benefits expense		(622,354)	(741,557)
Depreciation and amortisation expense		(35,348)	(21,407)
Fringe Benefits Tax expense		(2,534)	(24,695)
Loss on sale of assets		-	(4,996)
Other expenses	3	(506,762)	(474,071)
Finance costs	3	-	(462)
Surplus/(Deficit) for the year		164,169	16,867
Revaluation changes for property, plant and equipment		-	63,077
Other comprehensive income for the year		-	63,077
Total comprehensive income for the year		164,169	79,944

The accompanying notes form part of these financial statements.

Queensland Meals On Wheels Services Association Inc

Statement of Financial Position

30 June 2016

	Note	2016 \$	2015 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	4	1,875,943	1,791,136
Trade and other receivables	5	51,472	49,067
Inventories		11,000	-
Other assets	8	5,603	8,556
TOTAL CURRENT ASSETS		1,944,018	1,848,759
NON-CURRENT ASSETS			
Financial assets	6	2,806	2,836
Property, plant and equipment	7	837,948	709,730
TOTAL NON-CURRENT ASSETS		840,754	712,566
TOTAL ASSETS		2,784,772	2,561,325
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	9	117,795	90,327
Employee benefits	11	68,105	59,644
Other financial liabilities	10	20,080	-
TOTAL CURRENT LIABILITIES		205,980	149,971
NON-CURRENT LIABILITIES			
Employee benefits	11	15,977	12,708
TOTAL NON-CURRENT LIABILITIES		15,977	12,708
TOTAL LIABILITIES		221,957	162,679
NET ASSETS		2,562,815	2,398,646
EQUITY			
Reserves		164,803	63,077
Retained earnings		2,398,012	2,335,569
TOTAL EQUITY		2,562,815	2,398,646

The accompanying notes form part of these financial statements.

Queensland Meals On Wheels Services Association Inc

Statement of Changes in Equity
For the Year Ended 30 June 2016

2016

	Retained Earnings	Asset Revaluation Reserve	Special Projects Reserve	Total
	\$	\$	\$	\$
Balance at 1 July 2015	2,335,569	63,077	-	2,398,646
Surplus for the year	164,169	-	-	164,169
Transfers from retained earnings to special project reserve	(101,726)	-	101,726	-
Balance at 30 June 2016	2,398,012	63,077	101,726	2,562,815

2015

	Retained Earnings	Asset Revaluation Reserve	Special Projects Reserve	Total
	\$	\$	\$	\$
Balance at 1 July 2014	2,318,702	63,077	-	2,381,779
Surplus for the year	16,867	-	-	16,867
Balance at 30 June 2015	2,335,569	63,077	-	2,398,646

The accompanying notes form part of these financial statements.

Queensland Meals On Wheels Services Association Inc

Statement of Cash Flows
For the Year Ended 30 June 2016

	2016	2015
Note	\$	\$
CASH FLOWS FROM OPERATING ACTIVITIES:		
Receipts from customers	229,630	192,736
Payments to suppliers and employees	(1,038,850)	(1,291,608)
Interest received	30,452	59,125
Receipt from grants	1,027,111	1,052,699
Net cash provided by (used in) operating activities	13 <u>248,343</u>	<u>12,952</u>
CASH FLOWS FROM INVESTING ACTIVITIES:		
Proceeds from sale of plant and equipment	-	12,074
Purchase of property, plant and equipment	(163,566)	-
Movement of Investments	30	(2,838)
Net cash used by investing activities	<u>(163,536)</u>	<u>9,236</u>
CASH FLOWS FROM FINANCING ACTIVITIES:		
Repayment of borrowings	-	(11,708)
Net cash used by financing activities	<u>-</u>	<u>(11,708)</u>
Net increase (decrease) in cash and cash equivalents held	84,807	10,480
Cash and cash equivalents at beginning of year	<u>1,791,136</u>	<u>1,780,656</u>
Cash and cash equivalents at end of financial year	4 <u><u>1,875,943</u></u>	<u><u>1,791,136</u></u>

The accompanying notes form part of these financial statements.

Queensland Meals On Wheels Services Association Inc

Notes to the Financial Statements

For the Year Ended 30 June 2016

The financial statements cover Queensland Meals On Wheels Services Association Inc as an individual entity. Queensland Meals On Wheels Services Association Inc is a not-for-profit association incorporated in Queensland under the Associations Incorporation Act 1981. These financial statements have been prepared in order to satisfy the reporting requirements of the Australian Charities and Not-for-Profit Act 2012.

The functional and presentation currency of Queensland Meals On Wheels Services Association Inc is Australian dollars.

1 Summary of Significant Accounting Policies

(a) Basis of Preparation

The financial statements are general purpose financial statements (RDR) that have been prepared in accordance with the Australian Accounting Standards, Australian Accounting Interpretations and the Australian Charities and Not-for-profit Commission Act 2012.

The significant accounting policies used in the preparation and presentation of these financial statements are provided below and are consistent with prior reporting periods unless otherwise stated.

The financial statements are based on historical costs, except for the measurement at fair value of selected non-current assets, financial assets and financial liabilities.

(b) Comparative Amounts

Comparatives are consistent with prior years, unless otherwise stated.

(c) Income Tax

The Association is exempt from income tax under Division 50 of the Income Tax Assessment Act 1997.

(d) Revenue and other income

Revenue is recognised when the amount of the revenue can be measured reliably, it is probable that economic benefits associated with the transaction will flow to the entity and specific criteria relating to the type of revenue as noted below, has been satisfied.

Revenue is measured at the fair value of the consideration received or receivable and is presented net of returns, discounts and rebates.

All revenue is stated net of the amount of goods and services tax (GST).

Sale of goods

Revenue is recognised on transfer of goods to the customer as this is deemed to be the point in time when risks and rewards are transferred and there is no longer any ownership or effective control over the goods.

Donations

Donations and bequests are recognised as revenue when received.

Interest revenue

Interest is recognised using the effective interest method.

Notes to the Financial Statements

For the Year Ended 30 June 2016

1 Summary of Significant Accounting Policies continued

Rendering of services

Revenue in relation to rendering of services is recognised depending on whether the outcome of the services can be measured reliably. If this is the case then the stage of completion of the services is used to determine the appropriate level of revenue to be recognised in the period.

If the outcome cannot be reliably measured then revenue is recognised to the extent of expenses recognised that are recoverable.

(e) Government grants

Government grants are accounted for based on whether they are reciprocal or non-reciprocal in nature and are measured at the fair value of the contributions received or receivable. Where grants are received that are reciprocal in nature, revenue is recognised over the term of the grant. Revenue from non-reciprocal grants that are subject to conditions is recognised when control of the funds is obtained.

(f) Goods and Services Tax (GST)

Revenue, expenses and assets are recognised net of the amount of goods and services tax (GST), except where the amount of GST incurred is not recoverable from the Australian Taxation Office (ATO).

Receivables and payable are stated inclusive of GST.

The net amount of GST recoverable from, or payable to, the ATO is included as part of receivables or payables in the statement of financial position.

Cash flows in the statement of cash flows are included on a gross basis and the GST component of cash flows arising from investing and financing activities which is recoverable from, or payable to, the taxation authority is classified as operating cash flows.

(g) Property, Plant and Equipment

Classes of property, plant and equipment are measured using the cost or revaluation model as specified below.

Where the cost model is used, the asset is carried at its cost less any accumulated depreciation and any impairment losses. Costs include purchase price, other directly attributable costs and the initial estimate of the costs of dismantling and restoring the asset, where applicable.

Assets measured using the revaluation model are carried at fair value at the revaluation date less any subsequent accumulated depreciation and impairment losses. Revaluations are performed whenever there is a material movement in the value of an asset under the revaluation model. Any revaluation increase is recognised in other comprehensive income and accumulated within equity.

Land and buildings

Land and buildings are measured using the revaluation model.

Plant and equipment

Plant and equipment are measured using the cost model.

Notes to the Financial Statements

For the Year Ended 30 June 2016

1 Summary of Significant Accounting Policies continued

(g) Property, Plant and Equipment continued

Depreciation

The depreciable amount of all fixed assets including buildings and capitalised leased assets, is depreciated on a straight-line basis over the asset's useful life commencing from the time the asset is held ready for use. Leasehold improvements are depreciated over the shorter of either the unexpired period of the lease or the estimated useful lives of the improvements.

The depreciation rates used for each class of depreciable asset are shown below:

Fixed asset class	Depreciation rate
Buildings	1.5%
Plant and Equipment	5-30%
Motor Vehicles	25%

At the end of each annual reporting period, the depreciation method, useful life and residual value of each asset is reviewed. Any revisions are accounted for prospectively as a change in estimate.

(h) Cash and cash equivalents

Cash and cash equivalents comprises cash on hand, demand deposits and short-term investments which are readily convertible to known amounts of cash and which are subject to an insignificant risk of change in value.

(i) Employee benefits

Provision is made for the Association's liability for employee benefits arising from services rendered by employees to the end of the reporting period. Employee benefits that are expected to be settled within one year have been measured at the amounts expected to be paid when the liability is settled.

Employee benefits are presented as current liabilities in the statement of financial position if the Association does not have an unconditional right to defer settlement of the liability for at least 12 months after the reporting date regardless of the classification of the liability for measurement purposes under AASB 119.

Queensland Meals On Wheels Services Association Inc

Notes to the Financial Statements
For the Year Ended 30 June 2016

2 Revenue and Other Income

Revenue from continuing operations

	2016	2015
	\$	\$
Sales revenue		
Sale of goods	64,345	37,907
Provision of services	70,501	113,103
Total sales revenue	<u>134,846</u>	<u>151,010</u>
Other revenue		
Interest received	30,452	59,125
Donations	139,528	35,061
Other Revenue	47,887	41,984
Government Grants	1,027,111	1,052,699
Total other revenue	<u>1,244,978</u>	<u>1,188,869</u>
Total revenue	<u><u>1,379,824</u></u>	<u><u>1,339,879</u></u>

3 Result for the Year

	2016	2015
	\$	\$
- Finance costs	-	462

The result for the year includes the following specific expenses:

Other expenses:

Advertising	8,207	86,989
Bad debts	3,284	-
Computer expenses	28,198	13,746
Conference/Seminar costs	-	22,371
Consulting and professional fees	131,482	59,017
Donations	26,076	11,382
Insurance	9,011	3,918
Meetings	22,261	7,041
Motor vehicle expenses	73,215	54,171
Office expenses	-	21,575
Printing and stationery	25,848	24,894
Repairs and maintenance	15,472	4,495
Subscriptions	12,212	18,233
Sundry expenses	14,427	42,579
Telephone	36,881	25,781
Training and Development	24,062	1,465
Travel	69,528	71,070
Utilities	6,598	5,344
Total other expenses	<u><u>506,762</u></u>	<u><u>474,071</u></u>

Notes to the Financial Statements

For the Year Ended 30 June 2016

4 Cash and cash equivalents

	2016	2015
	\$	\$
Cash on hand	500	1,085
Cash at bank	1,875,443	1,790,051
Total cash and cash equivalents	1,875,943	1,791,136

Reconciliation of cash

Cash and Cash equivalents reported in the statement of cash flows are reconciled to the equivalent items in the statement of financial position as follows:

	2016	2015
	\$	\$
Cash and cash equivalents	1,875,943	1,791,136
Balance as per statement of cash flows	1,875,943	1,791,136

5 Trade and other receivables

	2016	2015
	\$	\$
CURRENT		
Trade receivables	54,756	49,067
Provision for impairment	(3,284)	-
Total current trade and other receivables	51,472	49,067

6 Other financial assets

	2016	2015
	\$	\$
Asgard investment	2,806	2,836
Total financial assets	2,806	2,836

Notes to the Financial Statements
For the Year Ended 30 June 2016

7 Property, plant and equipment

	2016	2015
	\$	\$
Land and Buildings		
At valuation	650,000	650,000
Accumulated depreciation	(9,754)	-
Total buildings	640,246	650,000
PLANT AND EQUIPMENT		
Plant and equipment		
At cost	43,805	25,545
Accumulated depreciation	(19,936)	(12,945)
Total plant and equipment	23,869	12,600
Motor vehicles		
At cost	221,651	76,321
Accumulated depreciation	(47,818)	(29,191)
Total motor vehicles	173,833	47,130
Total plant and equipment	197,702	59,730
Total property, plant and equipment	837,948	709,730

(a) Fair value measurement of land and buildings

The fair value measurement of land and buildings as at 30 June 2015 was performed by an independent valuer, Cameron Dickson of Colliers International. Mr Dickson is a Certified Practising Valuer and conducted the valuation in accordance with the Australian Property Institute (API), the Property Institute of New Zealand (PINZ) and New Zealand valuation and Property Standards (January 2012, 7th Edition). The fair value was determined based on recent transactions for similar assets within the same industry. The valuation was made on 18 August 2015 and is considered a reasonable approximation of the value of land and buildings as at 30 June 2015.

8 Other non-financial assets

	2016	2015
	\$	\$
CURRENT		
Prepayments	5,603	8,556
Total current other non-financial assets	5,603	8,556

Queensland Meals On Wheels Services Association Inc

Notes to the Financial Statements

For the Year Ended 30 June 2016

9 Trade and other payables

	2016	2015
	\$	\$
CURRENT		
Unsecured liabilities		
Trade payables	73,779	37,467
Fringe Benefits Tax liability	-	24,695
Accruals	44,017	28,166
Total current trade and other payables	117,796	90,328

10 Other Financial Liabilities

	2016	2015
	\$	\$
CURRENT		
Deferred government grants	20,080	-
Total current other financial liabilities	20,080	-

11 Employee Benefits

	2016	2015
	\$	\$
CURRENT		
Provision for employee benefits	68,105	59,644
Total current employee benefits	68,105	59,644
NON-CURRENT		
Long service leave	15,977	12,708
Total non-current employee benefits	15,977	12,708

12 Contingencies

Contingent Liabilities

A party has made a claim against Queensland Meals On Wheels Services Association Inc to the amount of \$34,049. There is currently significant uncertainty as to the necessity for the organisation to make payments in respect of the claim, as it is not considered valid by Queensland Meals on Wheels and it is being vigorously defended.

Queensland Meals On Wheels Services Association Inc

Notes to the Financial Statements

For the Year Ended 30 June 2016

13 Cash Flow Information

(a) Reconciliation of result for the year to cashflows from operating activities

Reconciliation of net income to net cash provided by operating activities:

	2016	2015
	\$	\$
Profit for the year	164,169	16,867
Cash flows excluded from profit attributable to operating activities		
Non-cash flows in profit:		
- depreciation	35,348	21,407
Changes in assets and liabilities, net of the effects of purchase and disposal of subsidiaries:		
- (increase)/decrease in trade and other receivables	(2,405)	(35,319)
- (increase)/decrease in prepayments	2,953	162
- (increase)/decrease in inventories	(11,000)	-
- increase/(decrease) in trade and other payables	47,548	44,469
- increase/(decrease) in employee benefits	11,730	(34,634)
Cashflow from operations	248,343	12,952

14 Events Occurring After the Reporting Date

No matters or circumstances have arisen since the end of the financial year which significantly affected or may significantly affect the operations of the Association, the results of those operations or the state of affairs of the Association in future financial years.

15 Association Details

The registered office of the association is:
Queensland Meals On Wheels Services Association Inc
16/27 South Pine Road
Brendale
QLD 4500

Queensland Meals On Wheels Services Association Inc

Statement by Members of the Board

In the opinion of the Board of Governors the financial report as set out on pages 1-12:

1. Present fairly the financial position of Queensland Meals On Wheels Services Association Inc as at 30 June 2016 and its performance for the year ended on that date in accordance with Australian Accounting Standards (including Australian Accounting Interpretations) of the Australian Accounting Standards Board.
2. At the date of this statement, there are reasonable grounds to believe that Queensland Meals On Wheels Services Association Inc will be able to pay its debts as and when they fall due.

This statement is made in accordance with a resolution of the Board of Governors and is signed for and on behalf of the Board of Governors by:

President



Anthony Charlesworth

Treasurer



Katrina Faulkner

Dated 5 September 2016

INDEPENDENT AUDITOR'S REPORT

To the members of Queensland Meals on Wheels Services Association Inc.

Report on the Financial Report

We have audited the accompanying financial report of Queensland Meals on Wheels Services Association Inc., which comprises the statement of financial position as at 30 June 2016, the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information, and the statement by members of the committee.

Management's Responsibility for the Financial Report

Management is responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards and Associations Incorporations Act (QLD) 1981 (as amended by the Associations Incorporation and Other Legislation Amendment Act (QLD) 2007 and Australian Charities and Not-for-profits Commission Act 2012, and for such internal control as management determines is necessary to enable the preparation and fair presentation of the financial report that is free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

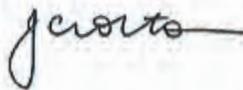
Our responsibility is to express an opinion on the financial report based on our audit. We conducted our audit in accordance with Australian Auditing Standards. Those standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance about whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Opinion

In our opinion, the financial report presents fairly, in all material respects, the financial position of Queensland Meals on Wheels Services Association Inc. as at 30 June 2016, and its financial performance and its cash flows for the year then ended in accordance with Australian Accounting Standards and Associations Incorporations Act (QLD) 1981 (as amended by the Associations Incorporation and Other Legislation Amendment Act (QLD) 2007 and Australian Charities and Not-for-Profits Commission Act 2012.



.....
Jason Croston
SRJ Walker Wayland
Director

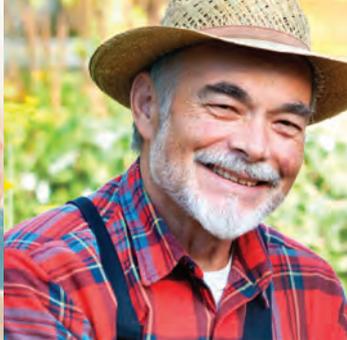
Date: 5 September 2016

Address: Unit 3, 27 South Pine Road, BRENDALÉ QLD 4500

This page has been left blank intentionally



Meals on Wheels
Queensland



Queensland Meals on Wheels Services Association Inc.

PO Box 2393, Strathpine Centre, Qld 4500

Telephone: (07) 3205 5588 Facsimile: (07) 3205 1667

Email: info@qmow.org Website: www.qmow.org

ABN: 63 104 919 974