



# CUSTOS

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December 2018

*Merry Christmas*



Meals on Wheels  
Queensland

More  
than just  
a meal

## QUEENSLAND MEALS ON WHEELS DIRECTORS

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### DIRECTOR

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Business Manager Meals on Wheels St Lucia

### DIRECTOR

Wendy Smith  
Business Manager Meals on Wheels Pine Rivers

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

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# CHAIRPERSON'S REPORT

## DECEMBER 2018

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**I**t has been a very busy few months for everyone at Queensland Meals on Wheels Services as we really get our teeth into some projects identified through the Strategic and Operational Plan processes after AGM season.

At a Board level, the two new Directors are not only bringing more 'youth' to the table but began contributing from day one. While we miss Jack, Peter, Lloyd and Vanessa – after two years together we had become very familiar with each other's focus for Meals on Wheels in Queensland – it is good to introduce 'new blood' and a new way of looking at things.

Operationally, the staff are really excited with the beginning stages of the new Operational Plan – most of which involves a lot of planning and documenting. Now that it is 12 months since the restructure of our operations, it was time to sit down and really look at what we do for our Members and fully document what we call our 'Service Model'. It has been a very interesting exercise for everyone involved as they

have been challenged to think about what they do every day from the perspective of Member Services.

*"We appreciate all constructive criticism as the whole reason we exist is to make life easier for our Member Services, so you can concentrate on doing what you do best . . ."*

Of course, the next major step is to follow up on our Member Survey which was done in August 2017 and provided the basis for our operational restructure in November 2017. A new Member Survey will therefore be designed over the coming weeks and sent out to Member Services in January 2019, so you can tell us how we are doing against what you expected and wanted from Queensland Meals on Wheels Services over the past year. The survey is completely anonymous and allows everyone to be as open as possible. We appreciate all constructive criticism as the whole reason we exist is to make life easier for our Member Services, so you can concentrate on doing what you do best – getting quality meals and social contact to our clients.

We are also very excited about a pilot project for medication delivery that will be trialled in Cairns over the coming months. We have entered into a partnership with a company called MPS and will work with a local pharmacy to trial this project. When this opportunity was identified, our preliminary discussions highlighted very similar visions for keeping older Australians living independently for as long as possible. Combining the two focuses of appropriate nutrition and accurate medication seemed to be a 'no-brainer' approach to achieving this goal. We are very grateful to Cairns Meals on Wheels for agreeing to pilot this project for us and will hopefully have some great outcomes to report back to our Members soon.

Once again, there has been fantastic utilisation of our calendar printing this year. By now everyone should



have their calendars, or will be receiving shortly, and be thinking about how to make them even better next year. Keep in mind that we have this fabulous capability for professional printing and contact us for any of your printing needs – not just the standard resources.

On 7 November we began our Roadshow/Forum program for the new financial year at Mitchelton and had a great attendance of over 50 people. In the New Year we will be issuing a schedule of dates, visiting locations across the State, and also looking at any new topics that may be relevant for our Members Services. If you have any areas of operation that you would like us to cover that you think will be beneficial for all services in your region, please contact Lisa Lowe to discuss and we will see if we can fit it in.

As was identified in the Strategic Plan, it is time for a new Marketing Plan, so we will be getting some professional assistance to help us with attracting more clients to Meals on Wheels across the State. With this will come some activities that we can deliver state-wide for the benefit of all services, and also some activities that can be delivered locally – with support and resources provided by Queensland Meals on Wheels.

*“ . . . I would like to thank all Queensland Meals on Wheels Services Ltd Member Services, especially volunteers, for their ongoing commitment to our mission . . . ”*

There are many other plans and projects in the works that will kick off in the New Year, so you should notice some changes as we go forward and try to help our Member Services as much as possible in addressing the ongoing challenges that we face every day. One of these projects that you are already aware of is the Recipe Resource. With the publication of the Nutrition Guidelines in 2016, we are now much more

aware of the nutritional needs of our older Australian clients. The Recipe Resource will translate these guidelines into actual recipes and menus to help us put into practice the concepts that were identified in the guidelines, in an easy and structured way.

As we enter the festive season I would like to thank all Queensland Meals on Wheels Services Ltd Member Services, especially volunteers, for their ongoing commitment to our mission and the dedicated service you delivered in support of your communities throughout 2018. Please have a happy and safe Christmas and New Year.

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



Tony Charlesworth  
Chairperson  
Queensland Meals on Wheels Service Ltd

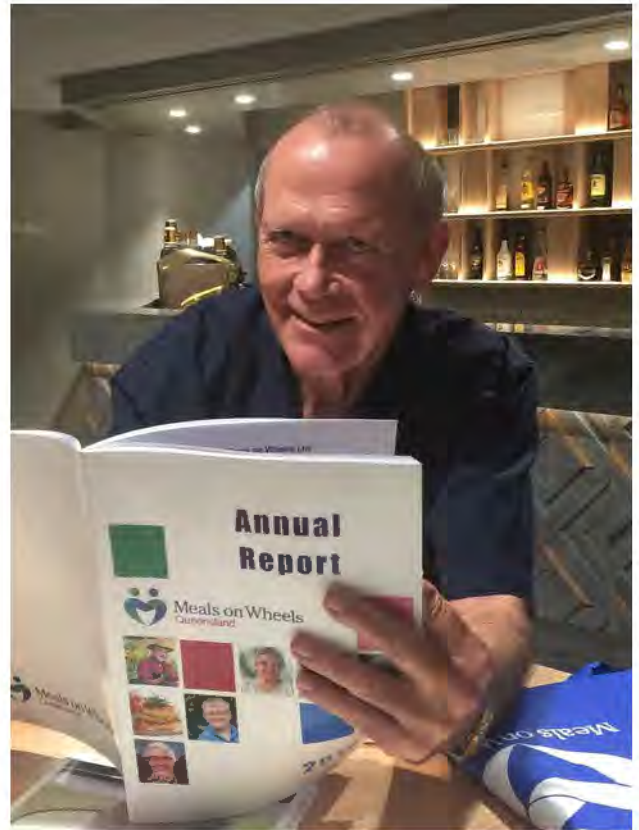
# THE 2018 QUEENSLAND MEALS ON WHEELS ANNUAL GENERAL MEETING

Over 50 Meals on Wheels representatives from across Queensland joined with Queensland Meals on Wheels (QMOW) staff and Board for the State Office 2018 Annual General Meeting (AGM) held at Hotel Jen in Roma Street, Brisbane on 25 September.

This year's AGM proved an ideal opportunity for QMOW to launch its 2018-2021 Strategic Plan, which will provide the framework for future planning and business operations at QMOW over the next three years. Members were also presented with the 2018 Annual Report.

Following the organisation's change to a company limited by guarantee earlier this year, the AGM represented the inaugural meeting of QMOW Directors presenting to the Meals on Wheels' membership under the new Board structure.

QMOW Chairperson, Tony Charlesworth said the AGM was a great opportunity for the Board to report to the Membership and communicate information regarding significant changes both within QMOW and the Sector over the past year. "The Board especially appreciated interacting with our Membership and participating in the many robust discussions from the floor."



*Martin Carolan, President of Redcliffe Meals on Wheels, reads over the 2018 QMOW Annual Report*

## MARY LOWE LIVING LEGEND AWARD



The much anticipated announcement of the Mary Lowe Living Legend Award was received with unanimous applause when the long serving Meals on Wheels President, Norrien Hinds, name was announced.

Norrien has been serving as President of Collinsville and Scottville Meals on Wheels for the past 15 years, in addition to a term as Treasurer for 24 years and Secretary for one year – a grand total of 40 years!

Travelling from Collinsville to attend the AGM and award ceremony were fellow Collinsville and Scottville Meals on Wheels members Judy Patteson and Denise Hall, who were thrilled to share in Norrien's special day. Norrien's sister Brenda, travelled from Ipswich to witness her sister receiving her much deserved acknowledgement.

*QMOW Chair, Tony Charlesworth joins with Mt Gravatt President, Mary Lowe OAM, in presenting Norrien Hinds (centre) with the 2018 Mary Lowe Living Legend Award*



# QUEENSLAND MEALS ON WHEELS WELCOMES NEW BOARD MEMBERS

With the retiring of four Directors this year, the opportunity arose for Queensland Meals on Wheels to welcome two new Directors to the Board – Alexi Paasonen and Wendy Smith.

Alexi is the current Business Manager at St Lucia Meals on Wheels and Wendy is the Business Manager at Pine Rivers Meals on Wheels.

Both Alexi and Wendy are looking forward to serving the Meals on Wheels sector during their terms as Directors.



Above: QMOW Chair, Tony Charlesworth welcomes Alexi Paasonen to the Board



Above: David Bannister, QMOW State Manager and Val Lovett, President Cleveland Meals on Wheels



Above: Robyn Morris, President and John Carter, Secretary, Nudgee Meals on Wheels



Above: Ruth Mallyon, Co-ordinator, Tricia Dakin, Committee Member, and Sue Stanton, President, Centenary Meals on Wheels



Above: Jeannie Cotterell, Secretary and Nev Gorlick, Treasurer, Geebung Meals on Wheels

## QUEENSLAND MEALS ON WHEELS FAREWELLS RETIRING BOARD MEMBERS

This year QMOW farewelled four retiring Board Members, including Jack Pool (Stafford Meals on Wheels), Peter Donghi (Bundaberg Meals on Wheels), Lloyd Stirling (Mitchelton Meals on Wheels), and Vanessa Gregory (Noosa Tewantin Meals on Wheels).

QMOW Chairperson, Tony Charlesworth, thanked the outgoing Directors for their support over past years and presented each with a small gift as a token of appreciation.



Above: Peter Donghi and Jack Pool



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*- Megan Beraldo, Manager (Meals on Wheels Holland Park)*



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# MEALS ON RALLY WHEELS FOR RAVENSHOE SERVICE

What do you do when 380 hungry car rally participants roar into town expecting to refuel their rumbling tummies? You contact Ravenshoe and District Meals on Wheels of course!

Travelling through Ravenshoe as part of the inaugural Tropical North Queensland Targa Great Barrier Reef Rally, the three-day event held between 30 August and 1 September included 190 rally cars, each carrying a duo of driver and co-pilot.

Scheduling their Sunday lunch break stop in Ravenshoe, organisers contacted the local Meals on Wheels service to prepare a tasty luncheon, and staff and volunteers were only too happy to oblige.

"We also set up a food stall to cater to the public," said Ravenshoe and District Meals on Wheels coordinator, Benno Janzen. "It was a perfect day out in Ravenshoe – great weather, happy competitors and entertainment by our local band, the G-Strings, who played all the favourite road and car songs."



45 Porsches on the local school grounds



Ravenshoe Meals on Wheels stall with volunteers Rachel, Karen and Kathleen.

## PROSERPINE SERVICE IS 'WHEELIE' HAPPY WITH DONATION TO PURCHASE NEW CAR FOR MEAL DELIVERIES

Volunteers at Proserpine Meals on Wheels are now delivering meals to their clients in style with the delivery of a brand-new Nissan Qashqai donated to the Service by the Freemasons and Hand Heart Pocket.

Proserpine Meals on Wheels Coordinator, Helen Maynard-Turner said the Service is extremely grateful for the generous gift and hopes the car will attract more clients.

"The new car is hard to miss," said Helen. "Its vivid blue colour stands out and we made sure we had it branded with the Proserpine Meals on Wheels logo as well as the Freemasons and Hand Heart Pocket logos."

The official handover of the cheque to purchase the new car was made at the Proserpine Meals on Wheels annual Trivia Night fundraiser on 13 July, 2018 with local Nissan dealer,

Rod Grittner supplying the vehicle.

Proserpine Meals on Wheels deliver both hot and cold meals, five days per week to Proserpine clients and three days per week to Cannonvale and Airlie Beach clients.



*Above right: Presenting the cheque to purchase the new Nissan Qashqai is representative from Hand Heart Pocket and the Freemasons, Anton Yuskan pictured with Proserpine Meals on Wheels President, Paul Eakin.*



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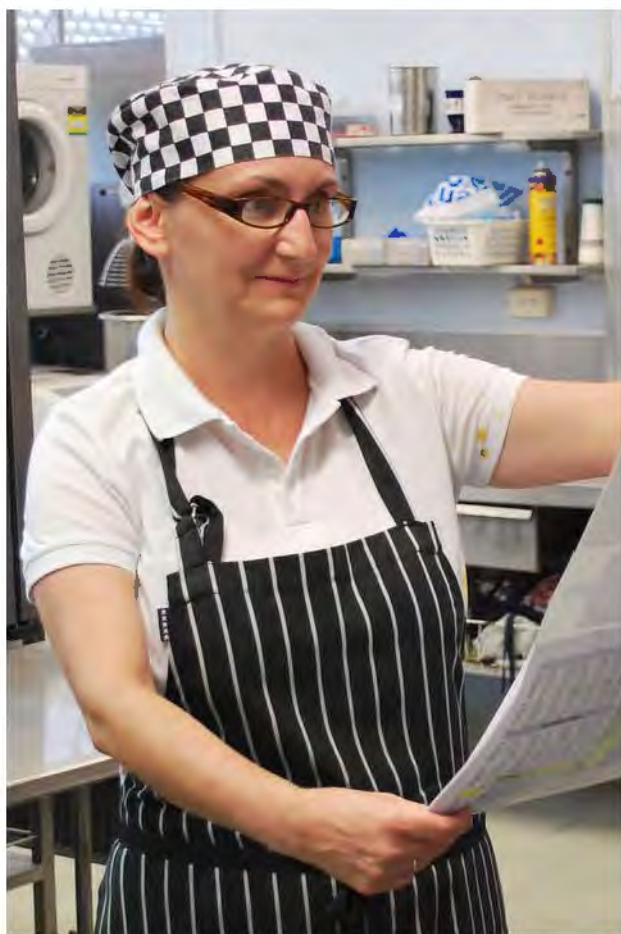


*We would welcome any photos you may have taken showing any of our Sof-Pac, Grey Nylon and Custom Made Bags for inclusion in our Website Photo Album See who else uses our insulated delivery bags!*

In the coming month, Paul will be traveling north up to Cairns and out west to Longreach. He will endeavor to contact as many MOW kitchens along the way, so if you need to look at anything or just want to catch up, please make sure you drop us a line or call ASAP to make an appointment. - 1300 559 568 -



# DEPARTING STAFF MEMBER LEAVES WITH FOND MEMORIES OF MEALS ON WHEELS



*Leaving Meals on Wheels to pursue future endeavours, Lana Simic takes away many fond memories*

Recently resigning from her position as Supervising Cook at Wynnum Manly Meals on Wheels, Lana Simic said she leaves the Service with wonderful memories of her five years employed there.

"It has been a great journey; I learned so much while working at Meals on Wheels and, most importantly, developed a deep sense of empathy for the elderly," said Lana.

Overwhelmed by all the support and well wishes she has received from volunteers, staff and suppliers since announcing her resignation, Lana said it feels wonderful to know she has left an imprint on the people she has worked beside.

"The response has been heart-warming," said Lana. "I've received flowers and hugs, and most of our suppliers have taken the time to pay me a visit or contact me to arrange a coffee catch-up in the near future. It has assured me that I must have been doing something right to have so many people express their positive thoughts about my work at the Service."

Pledging to remain a loyal supporter of the Meals on Wheels sector, Lana says the organisation's slogan, More Than Just a Meal, actually means more than just a collection of words. "Meals on Wheels is a mission that needs to continue.

"I would also like to thank Queensland Meals on Wheels for all their support over the past five years," says Lana. "As much as I regret that my time with Meals on Wheels has come to an end, I am also very excited about future endeavours in my new job."





# QUEENSLAND MEALS ON WHEELS INTRODUCES TWO NEW DIRECTORS

The Board of Directors at Queensland Meals on Wheels welcomed two new Directors during the Annual General Meeting held in September this year and is pleased to introduce you to Alexi Paasonen, Business

Manager at St Lucia Meals on Wheels and Wendy Smith, Business Manager at Meals on Wheels Pine Rivers and District .....

## Wendy Smith



Wendy Smith started working at Meals on Wheels Pine Rivers and District in 2012 and is the current Business Manager.

Originally from the town of Woy Woy in New South Wales, Wendy moved to Queensland in 1995 with her husband, Bruce, for work. She is

the proud mother of four children.

Wendy's past work experience includes the implementation of start-up catering across 15 Red Rooster stores and several years at Queensland Health as an aged care coordinator. Desiring a career within the aged care sector in office management, Wendy accepted a position with Meals on Wheels Pine Rivers and District as a relief manager before shortly stepping into the role on a full-time basis.

With a passion and drive that has built the Pine Rivers service into a thriving business, Wendy knows the value of building strong relationships within communities.

Through her diligent networking, the service enjoys the ongoing support and patronage of several well-known businesses and community members, including political leaders such as Pauline Hanson, Peter Dutton and Shane King.

Wendy attributes the ongoing success of Meals on Wheels Pine Rivers and District to the support of her many volunteers and staff, who each day are dedicated to delivering nutritional, healthy meals to their clients.

## Alexi Paasonen



Alexi Paasonen's involvement in Meals on Wheels began as a volunteer at his local Service in St Lucia, in early 2017.

Within a short period of time, Alexi's credentials and leadership skills were recognised and he was invited to step into the role of Business Manager at St Lucia

Meals on Wheels. Holding a Bachelor of Commerce degree has equipped Alexi with the necessary skills to successfully streamline business operations at the Service, in preparation for the loss of government funding in 2020.

With a focus on meal quality and presentation, and customer satisfaction, St Lucia has grown by more than 30% since his appointment. He believes in engaging with his clients, and other elderly members of the community, and enjoys leaving the office to visit clients, although complaints of being "too full of tea and biscuits" aren't uncommon.

Alexi is a man of eclectic interests; he plays Ultimate Frisbee and gives back to the community as the Treasurer of the Queensland Ultimate Disc Association (QUDA). Alexi is also a part-time knight-in-shining-armour, partaking in full-contact 14th Century re-enactments at festivals throughout the cooler months.

Alexi's aims as a Director is to create a more open relationship with Member Services and help guide the service through the expected loss of funding in 2020.

## 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

Halloween has come and gone, and Christmas is approaching faster than a speeding train... at the time of writing this it is only 6 weeks to go until the big man delivers his presents. I, for one, am looking forward to some down time over the festive season, as it has been one hell of a year for me.

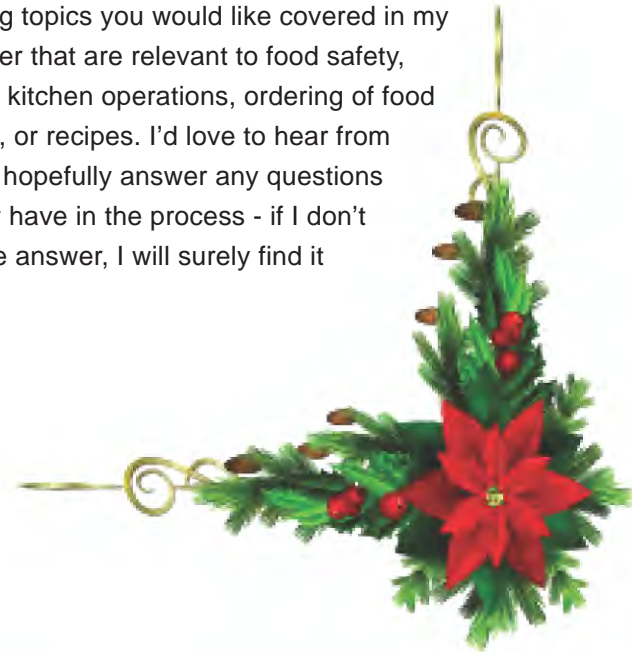
Recently, I had the pleasure of making my first visit to Bribie Island, in addition to visiting many other Services, including Ashgrove, Victoria Point, Innisfail, Ingham, Townsville, Ravenshoe, Cairns, Bowen, Proserpine and Mackay, to name a few.

In between these visits, as always, I have been very busy visiting with my many other regular audit clients at locations including Longreach, Gold Coast, Coen, Cairns, Townsville, Yeppoon, in and around Brisbane, and the Sunshine Coast.

My car is also ready for the festive season, so it too can have a well-earned holiday. To give you an idea of how much driving I do; in the four completed months of this financial year, I have done just over 22,000km in my poor car, and since my first day of work this year in January I have done 46,000km. That is a lot of driving.

It doesn't matter where you are located or where you might be reading this from, I can come to you too. If you are needing your audit done soon, and don't want to pay big dollars for your auditor's airfares and travel expenses, contact me for a quote to come to you while I am on the road. I promise I can save your service money.

Please feel free to email me any suggestions regarding topics you would like covered in my newsletter that are relevant to food safety, cookery, kitchen operations, ordering of food supplies, or recipes. I'd love to hear from you and hopefully answer any questions you may have in the process - if I don't know the answer, I will surely find it for you.



### Some Useful Web Pages

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

<http://www.foodsafetysolutions.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/subscriptionsservice.aspx>

Food Safety Information Council

<http://foodsafety.asn.au/food-safety/> useful reference tool for food safety education

## USED BY V'S BEST BEFORE DATES



There are still some out there that believe it is permissible to place an item in the freezer when it is approaching its designated used by date, mistakenly believing that this will extend the used by date and allow this product to be used after the date has expired. Sorry folks but you are wrong!!

As per Food Standards Australia, food must not be sold past its 'use-by' date, because consumption of the food may pose a health and safety risk. This prohibition is outlined in clause 3 of Food Standard 1.2.5.

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 used 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 used by date, as per its affixed label. Even if the product has been frozen down, if the label states **USED BY** then it still must be used by that date. Labelling of foods is a legal requirement and 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 okay to be past the use by date. If you cannot prove when it went into the freezer, then no, it is not... and you will be pulled up on this by councils, and auditors, at times of inspection or during your compliance audits.

A chilled, ready-to-eat food is a chilled food that is usually eaten in the same state as that in which it is sold. Such foods include those that may only undergo a mild heat treatment, such as reheating, before eating. For example: your Meals on Wheels foods.

Ready-to-eat, chilled foods also need a 'use-by' date – these foods may pose a food safety risk because they will not be cooked before being eaten. Without further processing, such as cooking to destroy food poisoning

bacteria, some bacteria can grow to dangerous levels, even if the food is kept refrigerated before the food noticeably spoils.

Ready-to-eat, chilled foods may require a 'use-by' date if the food:

- may contain food poisoning bacteria that will grow in refrigeration temperatures;
- will support the growth of food poisoning bacteria that may be present to dangerous levels before the food has noticeably spoiled; and
- will not be cooked or otherwise processed to make it safe before being eaten.

If you manufacture any chilled, ready-to-eat foods, you must determine if your product could contain any of these bacteria and, if so, whether the product would support bacterial growth.

The bacteria of concern are those that will grow at refrigeration temperatures.

These are:

- *Listeria monocytogenes*;
- strains of *Bacillus cereus* which will grow at refrigeration temperatures;
- strains of *Clostridium botulinum* which will grow at refrigeration temperatures; and
- *Yersinia enterocolitica*.

Labelling is a legal requirement for many products, so you must ensure that when receiving your incoming food deliveries, all foods are adequately labelled with either a 'best before' date or a 'used by' date and, that you stick to these dates. This also applies to your outgoing meals whilst under storage in your freezers, before they are delivered to clients.

### QUIZ TIME Previous Edition's Quiz Answer

"I am a bird, I am a fruit and I am a person. What am I?"

**I am a Kiwi**



## STAFF EDUCATION

This edition's quiz is a 'fill in the blanks' exercise... see how you go or email me if you get stuck on any. Photocopy this page, place your name at the top, and complete the sentences. Place these in your staff training file and I will publish the answers in the next CUSTOS, or you can email me for the answers.

Complete the sentences below:

Name: \_\_\_\_\_

1. I must wear gloves when preparing food that is to served because \_\_\_\_\_  
\_\_\_\_\_
2. I can reheat fresh food \_\_\_\_\_ as long  
as I am sure it has \_\_\_\_\_
3. I must wear \_\_\_\_\_ if I have a cut or open \_\_\_\_\_
4. The temperature danger zone is \_\_\_\_\_ deg to \_\_\_\_\_ deg
5. The High Danger Zone is \_\_\_\_\_ deg to \_\_\_\_\_ deg
6. I must defrost frozen food \_\_\_\_\_ or \_\_\_\_\_  
but never on \_\_\_\_\_
7. I \_\_\_\_\_ go to work if I have a gastric disorder or if I am \_\_\_\_\_
8. If I have to cool down 30L soup, I must break it down into \_\_\_\_\_
9. I \_\_\_\_\_ use the same cutting board for raw food then prepare cooked  
food, without washing the board using \_\_\_\_\_, without washing the  
\_\_\_\_\_ and my hands.
10. \_\_\_\_\_ forms are the documents that give me relevant information of  
what to do in the event of a spill or ingestion of a chemical being used in the workplace.  
  
They should always be located \_\_\_\_\_

## In the News – Current Food Recalls

There continues to be a steady stream of food recalls, largely due to labelling errors or undeclared allergens, which are both big issues, however, only a few of note relating to microbial contamination. The following is a listing of some of the recent recalls, and reasons for their recall.

**04/11/18** – Canberra Full Cream Milk – recalled due to a faulty seal on the lids

**11/10/18** – Drakes Corned Silverside – recalled due to Listeria contamination

**07/09/18** – Glendenning Farm Eggs - recalled due to Salmonella contamination

**07/09/18** – Sunshine Sprouts - recalled due to Salmonella contamination

In addition, there have been numerous other cases relating to faulty packaging, undeclared allergens and labelling issues. It is very important that all food businesses stay abreast of foods which are being recalled, and to keep checking your fridges and freezers for recalled stock.



The quickest way you can stay alert to food recalls is by looking me up on facebook – search for The Chef Solution – and ‘like’ my page. I put all the relevant recalls on my page, for all to see, so that you may stay vigilant on affected foods and the reasons they are an issue.

## Crossword Answers

Did you solve it?

Congratulations goes out to the amazing staff and volunteers at Caboolture Meals on Wheels for getting their correctly completed entry in the quickest. Well done Rhondi and team for getting their completed crossword back to me first. You will have a special prize coming to you in the mail shortly! Thank you to all the other Services who took part and also sent in their crosswords.

Here are the answers:

DOWN:	2.	Free
	3.	Hot
	4.	Cook
	5.	Cross
	6.	Temperature
	9.	Bacteria
ACROSS:	11.	Danger
	12.	Stews
	1.	After
ACROSS:	7.	Thermometer
	10.	Damp
	13.	Microwave
	14.	Bed

## FEATURED PATHOGEN

### Clostridium Perfringens

**Source:** Food Standards Australia

*Agents of Food Borne Illness*

This is a type of bacteria that is spore forming, so it can survive in non-ideal conditions. Clostridium perfringens bacteria are the third-most common causes of foodborne illness, with poorly prepared meat and poultry, or food properly prepared but left to stand too long, the main culprits in harbouring the bacterium.

#### Incubation Period:

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

#### Symptoms of illness:

Clostridium perfringens toxins cause abdominal pain and stomach cramps, followed by diarrhoea. Nausea is also a common symptom. Fever and vomiting are not normally symptoms of poisoning by Clostridium Perfringens toxins.

#### Duration of Illness:

Illness from Clostridium Perfringens generally lasts around 24-48 hours and is rarely fatal.

#### Food Sources:

Animal and human excreta, soil, dust, insects, raw meat, and meat products including stews, meat pies, sauces and gravy. It is 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; maintain high standards of hygiene; maintain adequate temperature control of cooked foods under cold storage; clean premises; thorough cooking; rapid cooling and refrigeration within 1½ hours of reaching 75°C ; avoid cross-contamination.

# THE CHEF SOLUTION . . . Who Am I?



I am a career chef with over 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 Queensland Health under the Queensland Food Act 2006.

Since 2008, I have completed over 850 compliance audits of varying food business types, employing my systematic approach toward a thorough review of food operations and maintaining records as part of Council Accredited Food Safety Program requirements.

With expertise based on a long career in the food industry, I have developed an advanced degree of operational knowledge of commercial kitchen environments. My extensive experience as a trainer and assessor of cookery and food safety has enabled me to implement thorough observatory skills when assessing procedural compliance with safe food handling practice. I maintain effective written and oral communication with clients, both during the audit process and in the final detailed report.

These skills ensure a professional and thorough service that places a strong focus on quality assurance and system improvements that will benefit and streamline operations of your Service.

My strong client focus and personal service contributes to a positive working relationship which maximises the benefits of my auditing services. And that is not the best part...the good news is that I can save you BIG dollars in more ways than one...!

To enquire about special reduced prices for compliance audits of Meals on Wheels facilities\*, please contact me on mobile: 0418 708 359 or email: [thechefsolution@gmail.com](mailto:thechefsolution@gmail.com) to request a no obligation quote for your next Food Safety Audit. It doesn't hurt to ask....and it doesn't matter where you are located – I can be there!

**To arrange your next audit, use any of my contact details below to enquire about special reduced Meals on Wheels audit prices – you will be pleasantly surprised.**



Contact Christian

'The Chef Solution'

P | 0418 708 359

E | [thechefsolution@gmail.com](mailto:thechefsolution@gmail.com)

W | [www.thechefsolution.com](http://www.thechefsolution.com)



Follow me on Facebook

'The Chef Solution'

*\*No travel costs apply to all east coast locations. Some additional expense may be applicable if you are located away from the coast however I take all measures to minimise this for you. I am happy to discuss this further with you upon enquiry and can tailor a quote to your liking.*



# QMOW FAREWELLS OUTGOING BOARD DIRECTORS

---

The recent Annual General Meeting of Queensland Meals on Wheels saw the retirement of four much respected Directors whose years of service to the Meals on Wheels sector is well documented.

QMOW Chairperson, Tony Charlesworth publicly acknowledged the outstanding contributions made by the four retiring Board Members during the recent AGM and thanked them for their service to the sector.

“On behalf of the Queensland Meals on Wheels, and our Membership as a whole, I would like to extend my sincerest appreciation to Lloyd, Jack, Vanessa and Peter for sharing their collective years of experience and skills in governing Queensland Meals on Wheels,” said Mr Charlesworth. “Their support has been invaluable, and they will be missed. We wish each of our retiring Directors continuing success in their roles within their own Services.”

## Lloyd Stirling



Lloyd Stirling sat on the Board of Queensland Meals on Wheels for the past 4 years. He has spent nine years volunteering with Chermside Meals on Wheels, including six years as President and two years as a Committee Member, and has volunteered with Mitchelton Meals on Wheels.

Lloyd's achievements include a Bachelor of Commerce; an Associate of Accounting; a Fellow of Institute of Internal Auditors; and a Certified Internal Auditor. His past employment experience includes 11 years in external auditing and 28 years with Woolworths Limited as State Audit Manager for Queensland and National Audit Manager.

## Vanessa Gregory



Vanessa Gregory served the Board of Queensland Meals on Wheels for the past three years. She has been involved with Tewantin-Noosa Meals on Wheels for four years and has served as a Committee Member and volunteer.

Vanessa holds a Diploma in Dairy Science, Bachelor of Arts, Post Graduate Diploma in Social Planning, and a Graduate Diploma in Human Resource Management. Her background experience includes 10 years in dairy product development, 10 years in community development with Logan City Council, and 20 years in management with the HACCP Resource Unit.

## Peter Donghi OAM



Peter Donghi served the Board of Queensland Meals on Wheels for the past four years. He is the current President of Bundaberg Meals on Wheels, a position he has held for six years, and has volunteered with the organisation for over 15 years.

Peter has been awarded the prestigious Medal of the Order of Australia and prior to joining the Meals on Wheels sector, he was employed as a manager for 22 years in coal processing plants and is a qualified Mechanical Engineer.

## Jack Pool



Jack Pool sat on the Board of Queensland Meals on Wheels for the past four years, serving as a Committee Member and Director under the new Governance structure. He has volunteered with Stafford Meals on Wheels for the past 20 years, including 15 years as President.

In 2008, Jack was honoured to receive the prestigious Lord Mayor Citizen of the Year Award. During his working career, Jack spent 20 years as a sales representative in the paint industry and 10 years as divisional sales manager of Watty Paints.

# SPOTLIGHT ON ...

## CHEF JASON MACKLE

Ten years after commencing work at Ashgrove Meals on Wheels, Chef Jason Mackle has become an integral member of the team and a much-loved favourite with the clients he cooks for.

While initially recruited by Ashgrove Meals on Wheels as second chef, Jason's cooking and management skills soon stood out and he was first selection to step into the leadership role following the retirement of Executive Chef, Bo McCall.

Originally from Mackay, Jason's previous experience as a chef spanned over 20 years before starting at Ashgrove Meals on Wheels, with his skills honed at various restaurant and café locations. Jason has also completed a Cert 4 in Workplace Training and Assessment which enables him to train apprentices and other staff.

"I relocated from Mackay ten years ago and was looking for a position that would allow flexibility as a parent with a young family," says Jason. "The added bonus was the opportunity to work in the aged care sector, which provides more of a community feel rather than just hospitality."

President Ann Cottrell says that Jason brings a calming presence to the team and has been a perfect fit for the organisation. "As with any organisation, we may experience our ups and downs within the Service from time to time; Jason is always so conciliatory with his approach during difficult circumstances and this creates a positive effect within our working environment."

"All our volunteers are really nice people who genuinely enjoy the opportunity to help the community. Some have been volunteering for decades and I find it so inspiring that they do what they do without getting paid," says Jason.

Always one to pitch in when required, Jason recently shared the role of Office Manager, in addition to his chef's duties, for a period of 18 months, until a full-time person was employed to fill the position. "While Jason preferred to return to his Executive Chef position, the skills he developed as part-time Office Manager have proved invaluable, as he can take over the running of the office when the Manager is away," said Ann.

Ashgrove Meals on Wheels caters to both dietary requirements and personal tastes, however Ann says the extra mile that Jason takes to ensure clients' wants and needs are met contributes immensely toward creating the positive relationships that exists between the Service and its clients. "If they like more gravy on the meal, they get more gravy on the meal, change of vegetables no



problem, no salt no problem – just ask Jason and he will oblige."

Jason says he has a long list of customers who receive personalised meals and doesn't consider it any bother to serve clients the food they prefer. "It's not much use giving people a nutritious and tasty meal if they leave the peas because they don't like them. It's all about valuing the client."

Hoping Jason will stay with the Service for another ten years, Ann says they would be lost without him. "We have a great team at Ashgrove Meals on Wheels," says Ann. "All our staff and volunteers work together very well, and Jason is the glue that keeps them together."

Not planning on leaving the Service any time soon, Jason says he "enjoys the job even more now than when he started ten years ago."

Does your Meals on Wheels service have an outstanding volunteer or staff member who you would like to see featured in the CUSTOS? Sharing their story is a great way to recognise how valuable they are to your organisation and how much you appreciate all that they do.

Please contact Lisa Lowe on P | 3205 5588 or E | [msc@qmow.org](mailto:msc@qmow.org) to discuss.

# PARTNERSHIPS HAVE BEEN PROGRESSING THROUGHOUT THE STATE

Partnerships with Service Providers have been progressing throughout the state, although there have been some continuing hurdles and there is still the misconception that Home Care Package funding is not permitted to fund meals deliveries. There is slow progress to re-educate throughout the Aged Care sector that Home Care Package funding can be used to pay for Meals on Wheels meals deliveries to cover the packaging, production, preparation, admin and delivery component of meals deliveries. Purchase of food is excluded. The consumer can pay for the purchase of food component directly to Meals on Wheels or to the Service Provider. Meals on Wheels will then prepare, cook, package and deliver these meals funded by the consumers Home Care Package.

QMOW has recently taken a complaint right through to the Aged Care Complaints Commissioner where the matter was investigated. A successful outcome resulted and a successful partnership was established. This Service Provider has experienced a growth to now delivering meals on behalf of seven Home Care Package consumers in the small town of Gin Gin.

During the complaints process, QMOW not only had the opportunity to provide education to the Aged Care Complaints Commissioner staff, but also received the following formal clarification and legislation references;

*Quality Care Principles 2014, Schedule 3, Part 1 lists the permitted care and services for home care packages. Item 3(a) is 'assistance with preparing meals'.*  
<https://www.legislation.gov.au/Details/F2018C00294>  
Preparation of the meals by Meals on Wheels is covered under this item.

*User Rights Amendment (Home Care Pricing) Principles 2018* <https://www.legislation.gov.au/Details/F2018L01209>  
Also: *Aged Care Legislation Amendment (Single Quality Framework) Principles 2018* namely page 9 Standard 4 : Requirements 3 (f), and 4 Services and supports for daily living.... "3(f) where meals are provided, they are varied and of suitable quality and quantity;"

*"(4) Services and supports for daily living include but are not limited to, food services, domestic assistance, home maintenance, transport and recreational and social activities "*

*The cost of the food, however, is excluded under Part 2, Item 1(b) of the Schedule - 'purchase of food, except as part of enteral feeding requirements'.*



Therefore, the Government subsidy for a Home Care Package can be used to pay for the preparation and delivery of meals. The client is expected to make a contribution towards the cost of the food.

The Government has just introduced the requirement for approved home care providers to publish pricing information by 30th November 2018 through the introduction of the [User Rights Amendment \(Home Care Pricing\) Principles 2018](https://www.legislation.gov.au/Details/F2018L01209). <https://www.legislation.gov.au/Details/F2018L01209>

The staff at Queensland Meals on Wheels have recently had the opportunity to advocate on behalf of Member Services, and have fed back to the Department of Health via the Home Care Pricing Transparency and Comparability Consultation Paper September 2018, to advocate for the following meal clarification statement that appeared in the 2015 Home Care Package Guidelines;

*2015 Home Care Package Guidelines "Meals – The government subsidy for a Home Care Package can be used to pay for the preparation and delivery of meals. This could be through the consumer's home care provider, a CHSP service provider (for example, under a sub-contracting arrangement with the home care provider) or by a private service provider. However, the consumer is expected to cover, or make a contribution towards, the cost of the food. The amount of the contribution or fee may be*



*negotiated between the home care provider, the meals service provider and the consumer”.*

The Department of Health is also working with the sector to make further improvements to the My Aged Care Service Finder, allowing for better comparability of services to support consumer choice. The staff at Queensland Meals on Wheels have been advocating for the addition of “Meals” to be added to as a separate line item/ activity. In the recent Department of Health consultation paper [https://d15k2d11r6t6rl.cloudfront.net/public/users/Integrators/BeeProAgency/119311\\_94936/DoH%20Home%20Care%20Pricing%20Transparency%20and%20Comparability%20Consultation%20Paper%20....pdf](https://d15k2d11r6t6rl.cloudfront.net/public/users/Integrators/BeeProAgency/119311_94936/DoH%20Home%20Care%20Pricing%20Transparency%20and%20Comparability%20Consultation%20Paper%20....pdf) we feel that price per meal needs to be added in addition to price per hour for domestic services "meals". This would create a clearer unit of measure for comparison. If successful, meals will be emphasised and made clearer as a service type to aid consumer choice and comparison when searching price and providers.

If we are successful this could create a clearer picture for consumers when comparing price per meal delivered in comparison to price per hour for a support worker to shop and prepare/cook meals in the home.

Meals on Wheels meals delivery has been proven as a cost effective and affordable, alternative varied meal solution to support workers cooking in the home.

Meals on Wheels contributes significantly to prevention and early intervention of malnutrition in older Australians residing within the community. Provision of a nourishing, ready-to-eat meal, with a cognitive and sensory trigger to eat, directly reduces health expenditures by preventing hospital presentations, admissions and readmissions, reducing the length of hospital stays, and supporting both early discharge and post-acute care.

Equally valuable, health and social outcomes are achieved by elements of the service model collectively described as ‘More Than Just a Meal’. Australian and international evidence demonstrates improved health and increased

independence of Meals on Wheels service users, who consistently report that they feel happier, safer, more independent and more secure. Monitoring the health and well-being of consumers, reducing social isolation and alleviating anxiety amongst older people living alone gives older people and their loved ones much-needed peace of mind, creates further health care savings, and delays or eliminates altogether the need for more costly home-based or residential aged care services. The engagement of volunteers to deliver the service builds social cohesion and both community and individual well-being.

Lack of adequate nutrition has direct and rapid downstream health and aged care costs. Lack of garden maintenance or domestic assistance does not. Meal services play a much more significant role in hospital avoidance, early discharge and post-acute care than other service types. Therefore, it is imperative that the Aged Care industry highlights meals and Meals on Wheels in relation to Aged Care Home Care.

Queensland Meals on Wheels and the My Aged Care Service finder can work together to ensure that Meals on Wheels continues to play a central role in supporting the health and well-being of Australian home care consumers. We are hopeful that the enhancements and updates occurring will protect and strengthen Meals on Wheels in recognition of the proven valuable health and social outcomes the service achieves.

Rest assured that the staff at Queensland Meals on Wheels will continue to advocate on behalf of Member Services with the imminent and ongoing changes occurring, as well as the Royal Commission into Aged Care.

LAUREL WYTE  
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Queensland Meals on Wheels Ltd  
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# MARKETING UPDATE

## WEBINARS

We've continued to receive positive feedback about our series of Webinars by those who have been able to join us. Our aim is to share relevant information with our Member Services. As we move into 2019, and start thinking about next year's calendar of topics, please get in touch with us if there are any specific areas you'd like to hear more about.

## MARKETING COLLATERAL AND PROMOTIONAL ITEMS FLYERS (DL & A4 FOLDED TO DL)

With a little bit of thought, flyers can be used to get some great results, as opposed to something that just gets thrown in the bin.

At Senior's Expos, Member Services have given them out like business cards to people visiting their stand and showing interest in finding out more about Meals on Wheels. The flyer in this instance, has details of all the Member Services in the area. When combined with a letter and enclosed in one of our printed A4 Folders, they can be used as a leave behind after connecting with your local doctor's surgery or pharmacy, or the Service Providers in your area.

## WEBSITE

As you may or may not be aware we're now utilising the FIND US section of the QMOW website to provide a one-stop shop for ACAT and RAS staff to find out more about Meals on Wheels Services across Queensland. If you haven't already, please provide us with details of your pricing, operating hours, meal packages and photos. If any of these details change, please get in touch so we can update them immediately.

If your service is looking to develop your own website but don't know where to start, please also get in touch. I now have a couple of suppliers that can help you out at a very cost effective price.

## PULL UP BANNERS

A number of Member Services have organised Pull Up Banners through us and picked them up at Officeworks. Take a look at some samples below, if you think you'd like to get one for your Service, please get in touch to chat about the design that will best suit your needs.



## LIBRARY OF IMAGES

We've been building our image library to include pictures of our volunteers, clients and meals. I'd like to thank all Services who have been helping us with this. I'd also like to say we've been seeing some great food shots on Facebook, etc of meals that are being prepared. The visual appeal has really improved, and given we eat first with our eyes, it's wonderful to see some really well presented meals. If you take any great shots, please share with us. Similarly if you need any assistance on how to take some great photos, please let me know.

Finally, as this year draws to a close, I'd like to take this opportunity to wish you all a very Merry Christmas and prosperous New Year. To all the Member Services I've connected with during the year, thank you and to all those that may have a marketing need please get in touch, as I'd love to be of assistance.

Katrina Jermyn  
Marketing Consultant  
Queensland Meals on Wheels Ltd  
P | 3205 5588  
E | [marketing@qmow.org](mailto:marketing@qmow.org)

# WRITER'S BLOCK?

## We are here to help

We hope everyone is enjoying reading this quarter's edition of CUSTOS.

The CUSTOS magazine was created as a medium for Queensland Meals on Wheels and our Member Services to connect with each other through the exchanging of information and sharing of inspirational stories and achievements.

We encourage all our Members to actively contribute toward the success of CUSTOS by letting us know of any topics you would like covered or the type of stories you would like to read.

Maybe you have a great story to share but aren't too sure where to start? That is where Queensland Meals on Wheels can help. We believe it is important that our Members success stories are applauded, and we will

happily assist you to write an article that can be published in CUSTOS. QMOW staff member, Lisa Lowe, has an editorial background and is available to work with Members to bring your stories to fruition.

Please contact Lisa on email:

[msc@qmow.org](mailto:msc@qmow.org) or ph: (07) 3205 8855 to discuss your ideas or to let us know of any upcoming events or achievements that you would like included in the next quarter of CUSTOS.



## gisMOW2 Explained



gisMOW2 Cooperative Limited is a "Not for Profit" owned by the Meals on Wheels Services that use its operational software. It was formed in December 2012. The Co-op owns the gisMOW2 software, the copyright and the source code.

The day to day operations are overseen by the management committee who are all experienced MOW Management Committee members, co-ordinators, CEO or managers. The President of the Co-op, Philip Worthy alone has 30 years of industry knowledge and was awarded an Order of Australia medal for his contribution to aged care.

Member Services put forward upgrade requests and suggestions which are prioritised. The software is also continually upgraded to accommodate changes to reporting requirements and the ever-changing MOW landscape in which we operate. i.e. Home Care Packages, NDIS, split payments, GST, direct debiting and the list goes on.

Funding is by way of an annual levy which is agreed at the AGM based on the budget for the financial year with smaller Services paying proportionately less than larger Services.

gisMOW2 provides an integrated package suitable for production, buy-in and meal choice Services. Interfaces are available for import/exports to accounting programs i.e. MYOB or QuickBooks, route planning software and ABA files for direct debiting.

Remote or in-house demonstrations can be arranged. Full training is provided on site and assistance with data entry/migration is available.

*For more information, please contact Philip on 0429 800725,  
Ian on 0400 878244 or email [info@gismow2.com](mailto:info@gismow2.com)*



# BABY NEWS

## Welcome additions to the Meals on Wheels Family



Nudgee Meals on Wheels President, Robyn Morris is the proud grandmother of a beautiful new grandson, who was born on 14 November, weighing 6lbs 4 oz and 50 cm long.

Baby Hank is the fifth grandchild for Robyn.

*Left: Robyn with Hank*

It was double the joy when Brendon Searle, Service Manager at Bundaberg Meals on Wheels, became the proud father of twin girls on 2 November. Baby Ravanna weighed 4lbs 15 oz and baby Atlantis weighed 4lbs 14oz.

The two arrivals have grown the family of Brendon and his partner Krystle to a total of seven, with three older siblings excited to welcome their new baby sisters into the fold.

*Below: Ravanna and Atlantis*



# NEW DELIVERY VEHICLE FOR RAVENSHOE MEALS ON WHEELS

On Monday 17 September, Ravenshoe and District Meals on Wheels were handed the keys to a brand-new delivery vehicle.

While the old vehicle had served the Meals on Wheels service faithfully for a number of years, the northern Queensland wet weather seasons were creating a few challenges, and Ravenshoe and District Meals on Wheels Coordinator, Benno Janzen needed to find a solution.

"The well-known red car did a great job but during the last wet season some of our clients could not be served because the delivery vehicle could not handle the long, very wet driveways," said Benno. "Also, the ground clearance was proving to be insufficient for some driveways."

The decision was made to apply for a grant from the Gambling Community Benefit Fund and the Service was thrilled to receive the good news that their grant application had been approved.

"Meals on Wheels now has a new delivery car with better ground clearance and the higher step in will make it easier for the volunteers to get in and out of the vehicle."



*Caption: Ravenshoe and District Meals on Wheels Coordinator, Benno Janzen is handed the keys to a new delivery vehicle by Dan Wood from Chano Trentin's All-Wheel Drive Centre*

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**MOFFAT.**



# TIN CAN BAY MEALS ON WHEELS

## APPLAUDS VOLUNTEERS

**W**ith a combined volunteering service totalling over 100 years, five deserving ladies from Tin Can Bay Meals on Wheels were recently presented with Lifetime Memberships during a special morning tea held at the Service thanking volunteers.

Tin Can Bay Secretary, Michelle O’Gorman said the Service is indebted to the women for their outstanding contribution to the community throughout the years. “Some of these ladies are the original members of Tin Can Bay Meals on Wheels and used to cook the meals in their own homes, as well as deliver.”

Beryl Murray has been volunteering with Tin Can Bay Meals on Wheels for over 25 over years and says she still enjoys it today. “My husband and I moved from Toowoomba when we retired; I was looking for something that would enable me to stay active in community and discovered Meals on Wheels.”

Now 81 years of age, Beryl has seen quite a few changes to the Service over the past 25 years. “When I started volunteering, we had about 13-14 clients. Although the meals were initially prepared at volunteers’ homes, we eventually started cooking and delivering from the local RSL Club.”

Not one to sit still for long, Beryl also volunteers with Medical Transport and Neighbourhood Watch as well as plays tennis and bowls. “I love meeting people and enjoy visiting our clients in their homes; it’s nice to see them all and have the opportunity to say hello. People tell me that at my age I should be the one receiving meals but I won’t be stopping any time soon.”

As part of celebrations each male and female volunteer was presented with a card and chocolate wagon wheel, in appreciation of their efforts in “keeping the wheels turning on the Tin Can Bay Meals on Wheels wagon” (see right).

*Caption: Receiving their Lifetime Memberships from Tin Can Bay Meals on Wheel are (L-R) Kathy Reibel, Dawn Gant, Julie Arnold (President), Robyn McAndrew and Beryl Murray*



“Christmas is a day of meaning and traditions, a special day spent in the warm circle of family and friends.”

Margaret Thatcher



Male Volunteers



Female Volunteers



*Thank You*

*You keep the wheels turning at  
Tin can Bay Meals on Wheels  
and we appreciate your support.*

## THREE GENERATIONS OF VOLUNTEERS

Denise Irwin was thrilled to be acknowledged on the 2018 Queensland Meals on Wheels Roll of Honour for her 30 years of service to Babinda Meals on Wheels. Denise is pictured with her daughter Bronya and granddaughter Alisha. "Alisha is our mascot at Babinda Meals on Wheels," says proud grandmother Denise. "We consider her the future of the Service."



# QMOW ROADSHOW DELIVERS VALUABLE SUPPORT TO MEMBER SERVICES

The recent QMOW Roadshow held at Mitchelton Meals on Wheels on Wednesday, 7 November was a resounding success, with over 50 people attending the informative event.

Covering a range of topics currently impacting Meals on Wheels Services across Queensland, sessions delivered by Queensland Meals on Wheels staff included Home Care Packages, NDIS, Commonwealth Home Support Packages, Wellness and Reablement, and Governance.

Guest presenter and Business Manager at Meals on Wheels Pine Rivers and District, Wendy Smith, shared her wealth of knowledge about successful fundraising and how to build a strong organisational profile within the community.

Wendy Emery, Service Coordinator at Mitchelton Meals on Wheels, co-presented a session on Google Maps and how it can be used to assist Services in mapping out meal delivery routes.

Coordinator at Centenary Meals on Wheels, Ruth Mallyon, said the Roadshow provided her with valuable information that will assist her in managing the Service.

“The Roadshows represent a valuable learning opportunity as well as providing a chance to network with other Member Services. It is reassuring to learn that other Services experience the same challenges as we do and collectively, we can support each other to find solutions.”

Member Services are encouraged to attend future Roadshow forums, with days and locations to be announced in the new year.



*Centenary Meals on Wheels Coordinator, Ruth Mallyon joined with Queensland Meals on Wheels Field Support Officer, Kath Neilsen at the recent Mitchelton Roadshow*



# BRISBANE LOCAL CELEBRATES TURNING 100 YEARS YOUNG



*Mt Gravatt Meals on Wheels volunteer, Leanne Huang, took great honour in delivering Jack some special treats in honour of his 100th birthday*

**Y**ou don't get much more local than Brisbane resident, and Mt Gravatt Meals on Wheels client, Jack Connors, who recently celebrated his 100th birthday.

Born in Sandgate on 29 October, 1918 - just three days before the end of World War 1 - Jack was one of ten children. Attending Virginia State School and then St Columban's College in Albion Heights, Jack left school early and went to work in the warehouse of D & W Murray in Elizabeth Street in the city. Joining the army in the second world war, Jack served in New Guinea and rose to the rank of Lieutenant.

In 1948, he married his wife, Nellie, and together they raised their two children, Jeffrey and Janelle, who blessed the pair with two grandchildren.

Following the war, Jack worked for the government in the Prices Branch and, after that closed, joined the State Transport Department where he worked at the Coorparoo Licence Testing Station until his retirement.

Jack and Nellie bought a block of land at Greenmeadow Estate, Carindale, in 1977 and built the large family home in which he still resides. Sadly, his beloved wife Nellie passed away 13 years ago.

Jack is a much-loved client of the Mt Gravatt Meals on Wheels family. Coordinator, Peggy Neal says "when Jack sometimes contacts the Service, he always tells us he doesn't want to be a nuisance and I quickly reassure him that he is never a nuisance. He is one of our favourites."

In addition to his lunch, Mt Gravatt Meals on Wheels also delivered some special birthday treats to Jack in honour of his birthday, including a large card that was created by one of the volunteers, Gloria, and signed by most of the centre's volunteers.

"This card now takes pride of place with those special ones from Her Majesty the Queen, the Governor-General and the Lord Mayor," says Peggy.



*This time of year means being kind to everyone we meet,  
To share a smile with strangers we may pass along the street."*

*~ Betty Black*



# BRANDED BANNER PROMOTES TIN CAN BAY MEALS ON WHEELS

Promoting Tin Can Bay Meals on Wheels has just gotten a whole lot easier with the recent arrival of a branded pull up banner designed by Queensland Meals on Wheels.

Secretary of Tin Can Bay Meals on Wheels, Michelle O’Gorman said the new banner will be put on display during fundraising events, such as its regular sausage sizzle at the local markets.

“We ordered the outdoor option which will allow us to use it at both inside and outside events,” said Michelle. “The banner is a great size and it will really stand out. Queensland Meals on Wheels designed the banner and arranged for it to be available at our local Office Works for collection. The whole process was very simple, and we will now be easily identifiable when out in the community.”

Any Meals on Wheels services wishing to order a branded banner can contact Queensland Meals on Wheels marketing consultant, Katrina Jermyn at email: [marketing@qmow.org](mailto:marketing@qmow.org) or phone: (07) 3205 5588.

*Right: Tin Can Bay volunteers Bobby Dorran and Annette Dowie are thrilled with their new branded pull up banner from Queensland Meals on Wheels*



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# THREE GENERATIONS OF VOLUNTEERS SERVING DALBY COMMUNITY

**A**s well as contributing to our communities, volunteering provides the perfect opportunity for families to connect with each other.

Just ask Dalby volunteer, Kirstine Brauer, who started volunteering with Dalby Meals on Wheels six years ago before introducing her mother Val, and daughter Emily, to the Service and creating three generations of volunteers from the one family.

Kirstine says she feels blessed to have the opportunity to help others and feels passing on the tradition of volunteering is invaluable.

"Younger generations are not as invested in their communities as they could be. I hope by setting an example for my daughter and getting her involved, I will instil in her a love of caring for others," says Kirstine. "Emily accompanies mum and I on my runs during the school holidays and we treasure the opportunity to spend time together as a family while giving back to the community at the same time."

Kirstine's mother, Val Steinhardt joined the mother and daughter volunteering duo after her retirement and has been volunteering with Dalby Meals on Wheels for the past three years.

Dalby Service Manager, Sari Sihvola says having three wonderful volunteers from the one family demonstrates that people of all ages can show kindness and give to those in need. "The simple act of checking in and being

there for someone who needs a little company is very rewarding to the volunteers and is highly appreciated by the clients."

Kirstine agrees and says that volunteering "puts a smile on her face and a spring in her step each time she volunteers."



*Three generations of volunteers - Val Steinhardt, and Kirstine and Emily Brauer enjoy spending time together as a family while giving back to their community*

*A Christmas candle is a lovely thing;  
It makes no noise at all,*

*But softly gives itself away;  
While quite unselfish,  
it grows small.*

~ Eva K. Logue



# GOLDEN CELEBRATION FOR FRASER COMMUNITY MEALS ON WHEELS SERVICE

**F**ifty years of serving the Fraser community was celebrated in style by Meals on Wheels Fraser Community on Saturday, 20 October with a special luncheon held at the Service.

President of Meals on Wheels Fraser Community, Ray Fleming paid tribute to all past, and present, management, staff and volunteers who have given, and are still giving, of their service to enable Meals on Wheels Fraser Community to be the organisation that it is today. "The success of Meals on Wheels Fraser Community is the legacy of those special individuals who have so selflessly given of their time throughout the past 50 years to ensure the vulnerable members of our community are well cared for."

Special guests included Queensland Meals on Wheels Chairperson, Tony Charlesworth; long serving volunteer Nina Wilson, who at 97 years of age was first choice to cut the anniversary cake; Queensland Meals on Wheels Roll of Honour recipient, Elaine Went, who has served for 39 years; and Sandra Crawley who has served for 31 years.

Tony Charlesworth said the organisation's 50-year milestone is an amazing achievement and serves as a

testament to the resilience and dedication of the countless individuals who have contributed to the Service throughout the years. "Queensland Meals on Wheels honours the hard work and commitment of each and every person who have built Meals on Wheels Fraser Community into the success story it is today. It is a proud moment to be sharing in this special celebration today."

President Fleming said "not a day goes by where there is not some form of challenge to be met; increased federal and state report requirements, assimilating with the MyAgedCare and NDIS systems to produce the best results for clients, and increased competition for market share, are just some examples of the challenges faced, not just by Meals on Wheels Fraser Community, but all Meals on Wheels services across Queensland and Australia."

Today, Meals on Wheels Fraser Community is the largest provider of meals in Queensland. "Meals on Wheels Fraser Community is a survivor," says President Fleming. "Each day we face many challenges involved in running a Service, and each day, as a team, we meet those challenges head on so that we can continue supporting the communities of Maryborough and Hervey Bay for many decades to come."





## A STEP BACK IN TIME.....

On the 26 June 1968, a public meeting hosted by Reverend Marks and local Member for Maryborough, Brendan Hansen, was held in the Methodist Church Hall in Pialba, to discuss the possibility of establishing an enterprise that could prepare and deliver nutritious meals to the more vulnerable members of the Hervey Bay community.

Mr Hansen was, at that time, the Chairperson of a similar organisation that had been successfully operating in the Maryborough region for a period of two years. A committee was formed, and volunteers were engaged to carry out the preparation and delivery of meals in the Hervey Bay region.

The Presbyterian Church granted part use of their church hall in Freshwater Street, Scarness and local resident, Con Souvlis, donated a stove, hot water system and refrigerator. Mr Souvlis went on to become a long-term patron of Meals on Wheels Fraser Community and sadly passed away earlier this year.

Meal services commenced at the end of September 1968, with deliveries scheduled each Monday, Wednesday and Friday.

The Service was solely operated by volunteers for several years. Winnie Stocks was the first cook, with Blanch Edwards, Elwyn Man and Nina Wilson among the names of early volunteer deliverers. Nina Wilson also undertook the role of volunteer supervisor and treasurer of the organisation for many years.

The Reverend Bill White was appointed Treasurer in 1969 and eventually become the organisation's longest serving President, fulfilling the role for an incredible 33 years. Reverend Bill was still involved in the Service well into his 90's, passing away at the wonderful age of 102 years.

In the early years, soup delivered to clients was served from 10 litre stainless steel containers, straight into a bowl, which is a far cry from the current food standards which require individual sealed containers.

Demand for service soon outstripped the 1968 facilities and the Hervey Bay Council agreed to lease 1000 square metres of land in Gossner Street, Scarness, on which a new kitchen was built at a cost of \$41,100 and officially opened on the 12th July 1980.

The funds necessary to finance the construction of the new facility was achieved through years of hard work canvassing for donations and various fundraising activities, such as selling postage stamps to dealers. Gwen Cook raised over \$14,000 from Op Shop sales and citrus fruit sales held from beneath her house.

Long-term volunteers Nina Wilson, Sally Christensen and Ralph Waldock went on to receive Centenary Medals from the Governor of Queensland in recognition of their service to the community, and join with Ray Fleming, Bill Glass and Ian Brandon as Life Members of Meals on Wheels Fraser Community.

Prices for meal packages in 1980 was \$1.00. Interestingly, there were two Government subsidies provided at that time - a package incorporating a vitamin C supplement qualifying for a 45 cent subsidy and, without the supplement, a 40 cent subsidy. Quite different from the current Meals on Wheels Fraser Community full meal package price of \$9.50 and a government subsidy of \$4.70.

A significant change in operations at Hervey Bay Meals on Wheels occurred on 20 October 2011, when Committee members were advised that the Meals on Wheels service in Maryborough was going into liquidation. Hervey Bay Meals on Wheels immediately undertook the responsibility of ensuring Maryborough clients received their daily meals and officially took over management of the Maryborough facility on 24 November 2011, creating a huge additional responsibility to both staff and volunteers at the Gossner Street headquarters. On undertaking the Maryborough operations, Hervey Bay Meals on Wheels became the largest provider of meals in Queensland.



*Right: One of Meals on Wheels Fraser Community longest serving volunteers at a spritely 97 years of age, Nina Wilson was invited to cut the 50-birthday celebration cake*

In incorporating Maryborough clients into its operations, Hervey Bay Meals on Wheels recognised the need to embrace that area of service and, in consultation with Maryborough clients and community members, Meals on Wheels Fraser Community officially came into effect on 1 July 2013.

The floods of January 2013 brought fresh challenges to Meals on Wheels Fraser Community when flooding of the Bundaberg Meals on Wheels premises necessitated in the Service providing ongoing support for a number of months by providing frozen meals for Bundaberg and region clients.

Prior to taking on Maryborough clients, the kitchen and amenities built at Gossner Street, Scarness, in 1980, had become too small to accommodate the ever-increasing client numbers in Hervey Bay, Maryborough and the surrounding areas. Through prudent financial management, donations, bequests and fundraising efforts, Hervey Bay Meals on Wheels had developed significant financial reserves since 1980. As a result, in 2010, Hervey Bay Meals on Wheels were able to purchase land with a 495 sqm colorbond shed situated on it, at the present Meals on Wheels Fraser Community site at 39a Islander Road, Pialba.

Application for funding was made to the State Department of Communities, Child Safety & Disability Services to build the current structure on that site. Further funding for the project was provided by the Community Help Group, a fundraising organisation with close links to Hervey Bay Meals on Wheels/Meals on Wheels Fraser Community that is committed to assisting community through its fundraising efforts and, to date, have provided assistance to Meals on Wheels Fraser Community to the tune of some \$240,000.00. The building/renovation contract on the Islander Road site commenced in 2013 and the facility was opened early in 2014.

In an effort to streamline and conserve finances, the kitchen at the Meals on Wheels Fraser Community operation in Maryborough was closed earlier this year, with all meals now prepared at the Islander Road operation, and meals for Maryborough clients transported daily for volunteer delivery.





# BABINDA MEALS ON WHEELS CELEBRATES VOLUNTEERS

It was a double celebration for Babinda Meals on Wheels who hosted their annual volunteer luncheon and Christmas party on November 20.

Babinda Meals on Wheels Secretary and Coordinator, Denise Irwin said the annual event is an opportunity for the Service to thank everyone who has volunteered throughout the year as well as the perfect way to bring everyone together in celebration.

"We don't have an office, so our volunteers rarely get the opportunity to cross paths. The luncheon brings everyone together socially and we can introduce our new volunteers to the rest of the group."



*Above: Babinda Meals on Wheels Secretary and Coordinator, Denise Irwin proudly displays her Certificate of Appreciation received from QMOW for her 30 years of service to Meals on Wheels.*





# TRAINING AND MEALS ON WHEELS

Under the legislation in which we operate, training is being given much greater importance. The New Single Aged Care Quality Framework, under Standard 7 Human Resources, two requirements; 3c and 3d; focus on the competency and training that an organisation delivers to ensure that their workforce is able to deliver services effectively and to the standard required. The Standards uses the terminology of workforce, which for Meals on Wheels consists of our committees, paid staff and volunteers.

## Standard 7

### Human Resources

#### Consumer outcome:

- (1) I get quality care and services when I need them from people who are knowledgeable, capable and caring.

#### Organisation statement:

- (2) The organisation has a workforce that is sufficient, and is skilled and qualified to provide safe, respectful and quality care and services.

#### Requirements

- (3) The organisation demonstrates the following:
  - (a) The workforce is planned to enable, and the number and mix of members of the workforce deployed enables, the delivery and management of safe and quality care and services.
  - (b) Workforce interactions with consumers and kind, caring and respectful of each consumers' identity, culture and diversity.
  - (c) The workforce is competent and members of the workforce have the qualifications and knowledge to effectively perform their roles.
  - (d) The workforce is recruited, trained, equipped and supported to deliver the outcomes required by these Standards.
  - (e) Regular assessment, monitoring and review of the performance of each member of the workforce.

part of volunteering. There are many and varied ways of providing training within our organisation and therefore, ensuring competency within our workforce.

As a Volunteer-involving organisation, training is highly influence by the nature of volunteering. That is, a volunteer can easily withdraw or reduce their services if they are not motivated to participate in training. Therefore it is essential that we provide training in such a way as to make it less onerous and more enjoyable for our workforce.

### Type of Training

Within our Services, we offered varied training opportunities to our workforce, much of which has historically been offered informally in its presentation.

### Induction

An Induction is the process of introducing a new member of your workforce to the company culture and processes with the aim of bringing them up to speed as quickly as possible as well as making them feel comfortable socially within the organisation and aware of their responsibilities. This process should be controlled with accompanying records to show that the person has completed the induction successfully.

An induction will cover areas such as:

- General procedures
  - Sign on/Off
  - Facility tours
  - Code of conduct
  - Housekeeping
- Workplace health and safety
  - Emergency procedures
  - Training plans
- Job Specific
  - Position Descriptions
  - Policies and Procedures that apply

### On the Job training

For many of our volunteers, they learnt the ropes by accompanying more experienced volunteers fulfilling those roles to observe what was required. For many, this is a great way of learning the steps involved. It can also



Training and competency means many different things to many people. Over the past two decades, the emphasis on training has increased and now is an active

come with some pitfalls if the experienced volunteer is not willing to share their learnings and skills, so it is vital to ensure the correct volunteers are chosen to take on this role.

This type of training should always be supported by having the written procedures available as well, and followed up with a one on one session to answer any questions that may have arisen.

Each volunteer will require varying amounts of on the job training and should not be expected to “learn” the role after only one session. Once the volunteer has expressed their certainty around a task, and is also seen as competent by both those delivering the training and their supervisor, this is the time that they may undertake the task without aid. However, it is important to stress that we should always have an open door policy around questioning what is being taught and how we do things, not only to understand better the reasons behind certain procedures and ensuring they are being completed correctly, but also to improve the processes we employ as part of our continuous improvement.

## Formal Training

A planned training session is the hardest to deliver within a volunteer involving organisation. I believe it is needed at times though, to ensure that important information is conveyed to our workforce.

We offer a number of online formal self-paced learning modules which cover the areas of Workplace Health and Safety, Harassment and Bullying, Food Safety within the kitchen environment, and during transport. At the completion of each module, the participants are issued a certificate of completion which can then be stored within their file as evidence that training has been undertaken.

Face to face formal training session are also offered, normally in conjunction with a social event or meeting. For these type of sessions it is important to keep an attendance record and a copy of the training presented as evidence.

## Accredited Training

Registered Training Organisations offer certified courses in a range of industries that may be beneficial to our workforce; kitchen, administration, and even in volunteering. These course are especially of benefit to those volunteering with us as a pathway to employment and can benefit the service by providing extra skills and knowledge to improve the efficiencies within the Member Service.

## Definition of Workforce

### Workforce

Workforce means the people working in an organisation who are responsible for its maintenance or administration, or the care and services, support of, or involvement with, consumers.

A member of the workforce is anyone the organisation employs, hires, retains or contracts (directly or through an employment or recruitment agency) to provide maintenance or administration, or care and services under the control of the organisation. It also includes volunteers who provide care and services for the organisation.

For clarity, people in an organisation's workforce include:

- employees and contractors (this includes all staff employed, hired, retained or contracted to provide services under the control of the organisation)
- allied health professionals the organisation contracts
- kitchen, cleaning, laundry, garden and office staff the organisation employs either directly or under contract.

People who are not part of an organisation's workforce include:

- visiting medical practitioners, pharmacists and other allied health professionals and services a consumer has asked for, but the organisation doesn't contract
- tradespeople who don't work under the control of the organisation (such as independent contractors), for example, plumbers, electricians or delivery people who work on a needs basis.

*Source: Guidance and Resources for providers to support the new Aged Care Quality Standards, Australian Aged Care Quality Agency, November 2018.*

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# WHAT ARE MEALS ON WHEELS SERVICES RESPONSIBILITIES FOLLOWING THE ACCEPTANCE OF MY AGED CARE REFERRAL FOR MEALS?

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**As per the CHSP Manual, 4.4.2 Service Provider requirements for interacting with My Aged Care CHSP Service Providers must:**

- provide and update their service data via the My Aged Care online provider portal.
- accept/reject client referrals via the My Aged Care online provider portal in a timely way specified by the referral priority. Please refer to the department's website for timelines for managing referrals.
- refer or help clients to access My Aged Care where clients have approached them directly.
- enter service information (including commencement date and frequency/volume of services) and update client details on the client record.
- undertake a review of services being delivered, at least every 12 months with the outcome of the review recorded on the client record.
- maintain up to date service information for the organisation within the provider portal to support accurate and timely referrals and access for clients.
- refer clients back to My Aged Care when their needs have changed.
- discharge clients whose needs and goals specified on the support plan have been met and who no longer require care and services.
- participate in assessment, referral and client record processes as appropriate to support data integrity within My Aged Care.

The *My Aged Care Guidance for Providers* and *My Aged Care Provider Portal User Guide* are available on the Department of Health website. These documents provide service providers with detailed information on the My Aged Care system.

In addition, Service Providers have an on-going responsibility to monitor and review the services they provide to their clients under the client's care plan to ensure that the client's needs are being met. Where there is no recommended review date included in the client's My Aged Care support plan, service providers must undertake

a review of services they are delivering at least every 12 months.

If there is a significant change in the client's needs and/or circumstances that affect the scope of the support plan, a new assessment must be undertaken by an assessor. This may be initiated by an assessor's support plan review following a request for review by a service provider or by a client. Clients will be referred to the assessment organisation that last undertook the face-to-face assessment.

## **As per the CHSP Manual - 4.4.3 Assessment functions undertaken by Commonwealth Home Support Programme Service Providers**

Assessment for eligibility and CHSP services is undertaken by My Aged Care. The RAS (or ACAT) conduct face-to-face home support assessments by determining a client's needs and their goals using the NSAF and developing a My Aged Care support plan in consultation with the client. The RAS also offers a linking service which provides short-term case management and care coordination for vulnerable older people with complex needs and undertakes reviews and reassessments where client's needs change. The RAS may also provide short-term case management to supervise the delivery of intensive support designed to assist a client regain their independence.

The above separation of assessment from service provision allows for the application of a nationally consistent and standardised approach to assessment delivery.

However, CHSP Service Providers are also required to undertake a small number of assessment functions, where they are intrinsic to the service being delivered.

These include:

- Service level assessment activities relating to the Service Provider, such as undertaking Work Health



and Safety assessments (for both the care worker and client).

- Specialised assessment based on professional expertise (e.g. Nursing, Allied Health and Therapy Services; and face-to-face malnutrition risk assessments by Meals providers where organisations have this knowledge and capacity).
- On-going monitoring of the client, the home environment; and appropriateness of service arrangements.
- A formal review of services must be undertaken at least once every 12 months (these may be done over the phone or face to face with the client).
- Referral to My Aged Care if the client's care needs change significantly (e.g. high levels of additional services are required or new service types are needed). This will likely lead to a new assessment.

In addition, service providers must follow requirements identified at Section 4.4.2 of this Program Manual.

Also, the CHSP Manual and the Home Care Standards mandate that it is the responsibility of the Service Provider to have appropriate policies in place to ensure compliance with relevant legislation, including Work Health and Safety legislation. In addition, it is expected that certain

assessment functions are undertaken by service providers as an integral part of their service delivery. This includes Work Health and Safety assessments for both the care worker and client, and on-going monitoring of the client, the home environment; and appropriateness of service arrangements.

To obtain more information and advice regarding your organisation's responsibilities in relation to work health and safety, you may like to visit the website for Workplace Health and Safety Queensland. WHSQ can be contacted on 1300 362 128, 8:00am to 5.30pm Monday to Friday.

You may also wish to consider contacting Queensland Meals on Wheels Association or other in-home care providers in your network, who may be able to provide advice or share information in this regard.

**Source:** *Commonwealth Home Support Programme Program Manual 2018*

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## GINGER AND MACADAMIA NUT BALLS

Ginger and Macadamia Nut

Balls

250g crushed gingernut biscuits  
125g chopped roasted macadamia nuts  
250g crushed  
¾ cup condensed milk  
gingernut biscuits  
60g butter  
125g chopped  
1 ½ cup coconut  
roasted macadamia nuts  
¾ cup golden syrup  
condensed milk

- Combine biscuits and nuts in bowl
- Add the condensed milk, butter and golden syrup to a saucepan and stir over a low heat until combined.
- Stir in biscuit mixture.
- Form in to balls and then roll in coconut.
- Refrigerate



# CALOUNdra MEALS ON WHEELS CLIENT CELEBRATES TURNING 100 YEARS



*Meals on Wheels Caloundra staff members Robyn, Tessa and Marie, surprise client Roy McFadyen with a celebratory cake in honour of his 100th birthday.*

**M**ost people would consider reaching the magical age of 100 years to be achievement enough, however Meals on Wheels Caloundra client, Roy McFadyen went one step further and decided to mark the occasion by

getting his driver's licence renewed.

Following his wife Lola's move into full time care earlier this year, Roy couldn't let a day go by without seeing his bride and has been taking daily walks to the aged care centre for visits. However, with summer's heat fast approaching, Roy wanted a quicker and cooler solution and was successful in obtaining his licence.

Celebrating his 100th birthday in September this year surrounded by family and friends, Roy was delighted when staff from Meals on Wheels Caloundra surprised him with a delicious birthday chocolate mud cake.

Roy has been a client of Meals on Wheels Caloundra for the past eight years, and Administration Officer, Tessa Tuckwood says she remembers delivering meals to Roy when she first started with the organisation.

"We were originally delivering meals to both Roy and his wife," says Tessa. "It is such a privilege to witness the continuation of their love story. Roy never letting a day go by without visiting Lola; he is such a lovely man."



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# VOLUNTEER CONTINUING FAMILY TRADITION 50 YEARS ON



*Annette Irvine was recently acknowledged in the Queensland Meals on Wheels Roll of Honour and received a Certificate of Appreciation for her 50 years of volunteering with Meals on Wheels. Annette is pictured with her husband, Phil.*

**W**hen Harold and Mary Bolam started volunteering with Bundaberg Meals on Wheels in the late 60s, they instilled in their daughter Annette, a strong sense of compassion and a love of helping others.

Although Harold and Mary regularly delivered meals to clients as a couple, whenever either parent couldn't do a run, Annette would step up to fill their spot. Fifty years on, Annette Irvine is still delivering meals to the clients of Bundaberg Meals on Wheels.

"Mum and Dad started volunteering with the Service when it operated from Quay Street," says Annette. "When they retired from volunteering, I took over the family tradition of helping others."

Throughout the years, Annette has encouraged friends and family members to get involved as volunteers, including her own husband. "Phil was volunteering with

the Service during his working career, helping out with deliveries when he was on night shift."

Annette's past delivery partners have included friends Collette Young and Jan Bailey, as well as her daughter Natalie, and sometimes a grandchild.

Since his retirement in 2002, Phil has become Annette's permanent delivery partner. "It's something we just love doing," she says. "We get dressed up when we go to our clients, which really brightens their day, maybe move a mat if need be, enquire after their health and welfare, pat their dogs and look at their family photographs. Someone needs to look after those people who may only have us to care."

Annette said it is rewarding to receive feedback from clients about the quality of the meals. "They tell us how lovely the meals are, especially the men, who may not have the best cooking skills and appreciate what we do for them."

While the husband and wife duo continue to volunteer twice a week, Annette said she still finds time to fit in a game of tennis each Wednesday and get away for regular holidays with Phil in the caravan. "Phil was a member of the Board for a number of years, however has just recently stepped down to allow for more trips away."

Bundaberg Meal on Wheels Service Manager, Brendon Searle, said the Service is honoured to call both Annette and Phil ambassadors of the organisation. "We cannot thank them enough for the many years of dedication they have given to both Bundaberg Meals on Wheels and to the community of Bundaberg itself."

Now 72 years of age, Annette says both her and Phil have no plans to retire from volunteering. "I have been delivering with the Service for 50 years, 16 of those years with Phil, and we hope to continue doing so for many years to come."



# BULIMBA MEALS ON WHEELS STILL GOING STRONG FIFTY YEARS ON



**A**n incredible fifty years of serving the community of Bulimba was celebrated by Bulimba Meals on Wheels on Monday 5 November and continued with a weeklong of festivities.

Hosting a special morning tea at the Service, The Honourable Di Farmer, Member for Bulimba; Minister for Child Safety, Youth and Women; and Minister for the Prevention of Domestic and Family Violence, attended the occasion as special guest and was given the honour of cutting the official celebratory chocolate mud cake.

“We arranged to have a cake at the Service each day of our birthday week,” said Bulimba Meals on Wheels Coordinator, Lee-Ann Brook. “We didn’t want any of our volunteers to miss out on the celebrations.”

Clients of Bulimba Meals on Wheels were also given the opportunity to join in, with special desserts delivered to each household during the birthday week.

President Penny McClelland said the Committee, management team and volunteers of Bulimba Meals on Wheels are very proud of the Services’ 50-year history. “It has been an honour to look after the more vulnerable members of our community for the past 50 years and we hope to continue doing so for the next 50 years and beyond.” she says.



*The Honourable Di Farmer was delighted to join with volunteers and staff of Bulimba Meals on Wheels in celebrating the occasion with the cutting of the anniversary cake.*

## In the beginning.....

Bulimba Meals on Wheels owe their beginning to Stones Corner Rotary. Two of their members, Mr Ian Young and Mr Lou Lonsdale, called a public meeting at the Hawthorne Presbyterian Church on 18 September 1968 to discuss the possibility of establishing a Meals on Wheels service for Morningside, Cannon Hill and Hawthorne districts.

All present agreed to this and set about finding volunteer drivers and aides. Another meeting followed on 9 October 1968 and the Service's official commencement date was set for Monday 4 November 1968. Six members present were elected as an Executive and a full Committee was elected from others present at the meeting.

Mr George Lamble, Manager of Bulimba Hostel (now known as The Clem Jones Home for the Aged), offered to supply meals from the hostel until the Service was able to build its own kitchen. He charged 30 cents a meal, with recipients paying 35 cents. Five meals were delivered on 4 November 1968. By the end of the month 17 meals were being served each day, requiring two routes, Black and Red.

In those days, meals were sent out in aluminium soup containers with a ladle to serve the soup, three-part dixies for main meals and sweets, and a measuring cup provided for serving the juice from 4 litre bottles. All containers had to be washed out on return. Foil containers were introduced in 1977, followed by disposable cups. Soup and juice are now served in sealed plastic disposable containers - a far cry from the washing up days.

After a number of years, Bulimba Meals on Wheels realised the service needed more meals than the Hostel could supply and focused on establishing its own kitchen. Approaching the Brisbane City Council in mid-1975 for land, Mrs Jean Howie, Alderman for the area, came to the aid of Bulimba Meals on Wheels and canvassed the State Government to grant a 99-year lease at the present site in Balmoral Park. Following this approval, Bulimba Meals on Wheels pulled out all stops to get a kitchen built.

The new kitchen was officially opened on 28 February 1976 by Mrs Jean Howie, free of debt and without Government assistance, and the first meals were served and delivered on 8 March 1976 at a cost of 60 cents.

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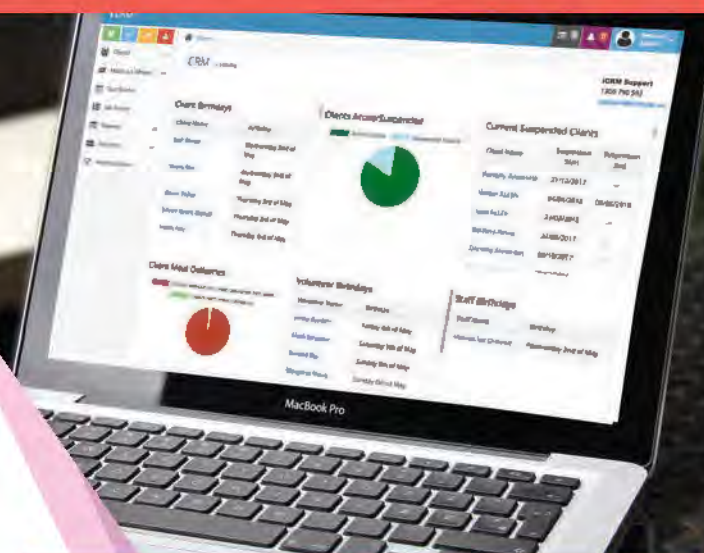


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# IT'S BEGINNING TO TASTE A LOT LIKE CHRISTMAS.....

Christmas is nearly here and is the time to think about some great gift ideas to give to your clients. As we produce such amazing food, I thought it was a wonderful opportunity to showcase what we can do. Here are some ideas that I have tested, and tasted, that you might want to use. I have listed the ingredient measures of each recipe to accommodate cooking quantities of 8 or 50.

## MINI FRUIT CAKE POTS

### **Serves 8**

6 cups mixed fruit  
1 cup of glace cherries  
250g butter  
1 cup brown sugar  
1 cup water  
5 eggs  
1 tablespoon grated orange rind  
1  $\frac{1}{3}$  cups plain flour  
 $\frac{1}{3}$  cups self-raising flour  
1 teaspoons bicarbonate of soda



### **Serves 50**

50 cups mixed fruit  
8 cups of glace cherries  
2kg butter  
8 cups brown sugar  
8 cups water  
40 eggs  
8 tablespoon grated orange rind  
13 cups plain flour  
 $2\frac{2}{3}$  cups self-raising flour  
8 teaspoons bicarbonate of soda

### **Method**

- Preheat oven to slow 150 degrees C. Brush terracotta pots with melted butter. Line base with a circle of grease paper.
- Combine mixed fruit, cherries, butter, sugar and water in a large saucepan. Stir over high heat until mixture boils, reduce heat to a simmer, cook and cover for 10 minutes, stirring occasionally, cool.
- Add eggs and rind. Stir until combined. Add sifted flours and soda. Using a metal spoon, stir until just combined.
- Spoon mixture into prepared pots, smooth surface, cover pots with foil. Bake for 1 hour until cakes feels firm and are golden brown. Allow to cool in pots.

## RUM BALLS

### **Serves 8**

250g arrowroot biscuits crushed  
1 x (395g) can milk condensed milk  
1 cup coconut  
 $\frac{1}{4}$  cup Cocoa  
1  $\frac{1}{2}$  tablespoons rum  
1 cup coconut ( extra )



### **Serves 50**

2kg arrowroot biscuits crushed  
8 x (395g) cans milk condensed milk  
8 cups coconut  
2 cups Cocoa  
12 tablespoons rum  
8 cus coconut ( extra )

### **Method**

- Combine all ingredients in bowl
- Wet hands and roll mixture into small balls then coat in coconut
- Refrigerate until firm.

## CHRISTMAS GINGERBREAD MEN

### Serves 8

½ cup butter, softened  
 ½ cup brown sugar, packed  
 ½ cup golden syrup  
 1 egg yolk  
 2 ½ cups plain flour  
 1 Tbsp ground ginger  
 1 teaspoon mixed spice  
 1 teaspoon bicarbonate of soda  
 Red/green/white icing for writing  
 Red and Green M and M's



### Serves 50

4 cups butter, softened  
 4 cups brown sugar, packed  
 4 cups golden syrup  
 8 eggs yolk  
 20 cups plain flour  
 8 Tbsp ground ginger  
 8 teaspoon bicarbonate of soda  
 Red/green/white icing for writing  
 Red and Green M and M's

### Method

- Preheat oven to 180 degrees. Line a tray with baking paper and set aside.
- Beat butter and sugar together using an electric beater.
- Add egg yolk and golden syrup and mix until combined.
- Add flour, ginger, mixed spice and bicarb soda and combine.
- Place onto a piece of baking and then cover with another piece of baking paper – using a rolling pin, roll out the dough until 5mm thick and cut into shapes.
- Re-roll as needed but keep using the baking paper.
- Move the cut shapes over to greased baking trays with spatula and bake for 8-10 minutes.
- Once baked, let cool for 10 minutes on the tray and then transfer to cooling rack.
- Decorate with the icing sugar, m and m's and what ever other sweets that you like.

## CHRISTMAS SHORTBREAD

### Serves 8

225g plain flour  
 120g rice flour  
 120g rice flour  
 100g caster sugar  
 Pinch of salt  
 225g cold butter, coarsely chopped  
 Plain flour, extra, to dust  
 Melted white chocolate, to decorate



### Serves 50

1.8kg plain flour  
 960g rice flour  
 960g rice flour  
 800g caster sugar  
 Pinch of salt  
 1.8kg cold butter, coarsely chopped  
 Plain flour, extra, to dust  
 Melted white chocolate, to decorate

### Method

- Preheat oven to 150 degrees C. Brush large baking trays with melted butter to lightly grease.
- Combine the flour, rice flour, sugar and salt in a large bowl.
- Use your fingertips to rub in the butter until it resembles fine breadcrumbs.
- Turn onto lightly floured surface and knead until smooth.
- Roll dough out until 1 cm thick.
- Using a star shaped pastry cutter to cut shapes from dough.
- Place on trays.
- Bake in oven for 45 minutes, or until shortbreads start to change colour.
- Cool on trays for one hour. Drizzle with chocolate to decorate.





# 2019 CALENDAR PHOTOGRAPHERS

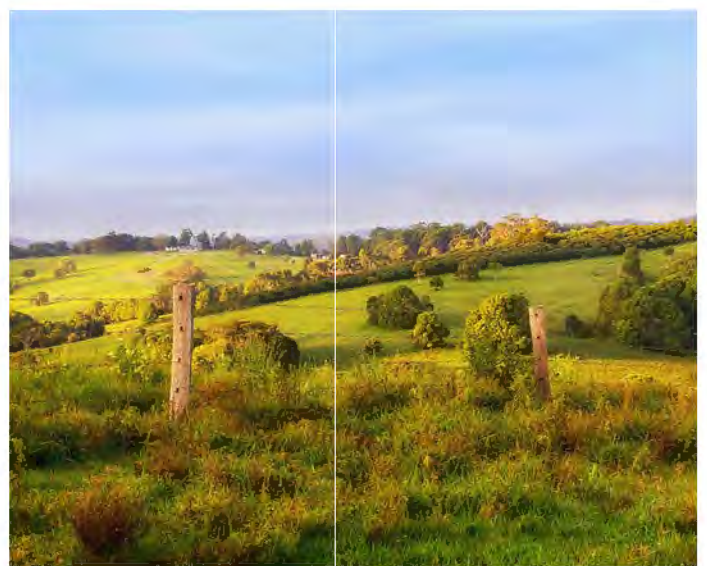
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## BEAUTIFUL QUEENSLAND.....

The many beautiful images found within the pages of the 2019 Queensland Meals on Wheels generic calendar, are the artistic offerings of several highly talented and gifted Queensland photographers.

Each photographer has perfectly captured the beauty and spirit of Queensland and we are grateful for their generosity in allowing us to share these images with our Members and their clients.

We have reprinted these images in CUSTOS so that all can appreciate and enjoy. If any of our Members are seeking the services of a photographer, we urge you to support these wonderful artists who, in turn, have supported us.



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