

# CUSTOS

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June 2019



## National Volunteer Week 2019

Celebrating our Meal on Wheels Volunteers



**Meals on Wheels**  
Queensland



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### QMOW Patron

His Excellency the Honourable  
Paul de Jersey AC,  
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# CHAIRPERSON'S REPORT

## JUNE 2019

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At the recent Federal Election, Meals on Wheels Services and Peak Bodies throughout Australia mounted an extensive campaign to alert all candidates to the support needed by our organisation. Indeed, a personalised manifesto from Australian Meals on Wheels Association (AMOWA) President Sharyn Broer was sent to 30 ministers, opposition members and other key members of political influence in Canberra. QMOW Member Services supported this move by lobbying their local candidates. QMOW Interim State Manager Evan Hill reported that an overwhelming number of responses were received from candidates who enthusiastically stated their appreciation and support for the work that Meals on Wheels Services carry out.

With the election process completed, the returning Government has announced it's new Cabinet. Of major interest to the Meals on Wheels community is the appointment of Tasmanian Liberal Senator Richard Colbeck to the position of Minister for Aged Care. It is the intention of all State bodies of Meals on Wheels, with the very strong guidance and support of AMOWA, to engage with the new Minister

at the earliest opportunity. There are many issues to discuss, as detailed in the Election Manifesto distributed by AMOWA. Of high interest to services in Queensland is the issue of inequitable funding between States. I will keep you informed of any progress in this quest.

The Queensland Meals on Wheels Ltd. Board of Directors election for 2019 is nearly upon us. Nomination forms and process details will begin to be received by Services in early July. I strongly urge all Services to search their communities for people with much needed skillsets to nominate for QMOW Ltd. Directorships. People with current Not for Profit, Governance, Legal and Financial experience would be ideal candidates. They would not need to be Service Members or volunteers but would need to be nominated by a QMOW Ltd Member Service. It is absolutely vital that Meals on Wheels Services understand that the composition of the Queensland Meals on Wheels Ltd. Board is in their hands.

**Tony Charlesworth**

*Chairperson*

Queensland Meals on Wheels Service Ltd

E | [board@qmow.org](mailto:board@qmow.org)

# INTERIM STATE MANAGER'S REPORT

## JUNE 2019

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If there is one thing I have learned over my career, it is that the one constant we can rely on is change, and over the last three months I have come to appreciate the amount of change occurring in our Sector and the impact that this has on Member Services and your clients.

The first of July is certainly shaping as a big day across the aged care and disability sectors. Being ahead of the change curve is always a great position to be in, though often the reality is keeping up with the pace of change is challenge enough.

Importantly for our clients, the introduction of the new single Charter of Aged Care Rights from July provides a renewed voice in the care and services they receive. We have the new Aged Care Standards supported by the new Aged Care Quality and Safety Commission. In Disability Services we have a new NDIS Quality and Safeguards Commission in place from 1 July and with it, a new re-registration regime for providers seeking to participate in the NDIS marketplace.

In addition to these major government reforms, there are two Royal Commissions into Aged Care and Disability respectively, that will no doubt reset the landscape for these sectors in time. All the while there is the continued growth in Home Care Package funding as government continues to grapple with the large waiting list of aged care assessments. Alongside all of that, is the recent good news of the extension to the CHSP funding to 2022 and the short form agreements 2019-2022 for QCSS funding from the State.

So it is a good opportunity to share with you what we are doing at QMOW to support you to be ready for the challenges the future holds.

We have upped our game on connecting with Services with the introduction of our Communication Plan. You should start to experience more frequent contact from QMOW which will provide us all with the opportunity to speak more regularly about the issues of the day and the strategic agenda. We are very mindful of the challenges with maintaining and increasing client



numbers and we are looking forward to some key actions to follow from the Marketing Strategy which is due for completion in June. I am hopeful it will provide fresh ideas and tools that we can use at state and local level to engage effectively in the marketplace.

With the introduction of the new Aged Care Standards we have spent a great amount of time preparing for and educating Services of the changes. Whilst that's been very useful and indeed essential, supporting you to be prepared for your quality review when the time comes is perhaps even more valuable. It is important for Services to be aware that in the eventuality of receiving your notice of an assessment, and providing there is sufficient lead time, QMOW is available to conduct a walk through with your team as a readiness exercise. This will allow your Service to be even more prepared when the official assessment occurs. We are also looking to establish a checklist for you against the Standards to further prepare you for assessment time. Remember though, every day we should all be audit ready.

The notion of a walk through also applies for your Food Safety Audits, and again, QMOW is available to conduct this with your team as a readiness exercise for these

types of audits. We are all committed to the criticality of food safety, so working together in the lead up to a Food Safety Audit will again ready you and your team for the audit itself.

There is also the ability for QMOW to conduct a business review with you. This is similar to a health check which will allow QMOW to work with your Service over all aspects of your business, including: your key compliance obligations; how you are operating within my aged care; financial management, including income and revenue analysis; IT, including your meal management programs; volunteer management, including recruitment; training and succession planning; and food safety. The end product will be an analysis report with recommendations for your Service to consider implementing.

We are also very mindful of eCommerce opportunities that exist in the marketplace and how Meals on Wheels Services may capitalise on these technologies (for those that haven't already). This holds the opportunity to streamline your cash management and payment processes, reduce the risk involved in cash collections and present a more consistent presence in the market with respect to ordering. QMOW will

establish a pilot project in the new financial year to explore the benefits this holds for Services across Queensland.

Our engagement with our government partners continues to build on positive relationships and is allowing QMOW to understand more of the intricacies within the different funding programs and how to maximise this for Member Services. Please note, that should you have a question on any of the funding programs you are connected with, you can put those questions to QMOW and we will take them forward for you each month if we cannot provide you an answer ourselves.

I have been very thankful for all the time and connections I have had with Member Services over the past three months. It has taught me much on the day to day and strategic challenges you have, and the role of QMOW in supporting you. Whilst there is much change ahead, I am genuinely optimistic about the future for Meals on Wheels and those in the community we serve. If you have any questions or comments, you are more than welcome to call or email me at anytime.

**Evan Hill**  
Interim State Manager  
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## SERVICE CLUB DONATES MUCH NEEDED FUNDS TO STAFFORD MEALS ON WHEELS



Stafford Meals on Wheels President Jack Pool was thrilled to learn his Service was to be the recipient of a \$5000 donation from the Kedron-Wavell Services Club, as part of its Community Investment Grant Program.

One of 66 local non-for-profit organisation to benefit from the fund's latest round, Jack says the donation will go toward purchasing a new motor for the Service's walk-in freezer.

"The new motor will cost around \$8000, so this donation will certainly be of enormous assistance," says Jack.

*Stafford Meals on Wheels President, Jack Pool pictured receiving the generous donation from Kedron Wavell Services Club Board Member, Cluny Seager during a special presentation morning tea*

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



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# BUSINESS MANAGER'S REPORT

## JUNE 2019

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### WHY HAVE INTERNAL CONTROLS?

Since my appointment as Business Manager at Queensland Meals on Wheels, I have been researching the industry and the challenges that Meals on Wheels and not-for-profit organisations face in a continuously changing environment.

Like any organisation, charities and not-for-profit organisations are susceptible to fraud and financial crime if the sound internal controls are not put in place. Internal controls are methods or procedures adopted by a business to:

- Safeguard its assets
- Ensure financial information is accurate and reliable
- Ensure compliance with all financial and operational requirements; and
- Generally assist in achieving the business's objectives.

The list of processes and procedures to manage internal controls are exhaustive. There is also a wealth of information on the internet and publications from organisations such as the Australian Charities and Not-for-Profits Commission (ACNC) on risk management and internal controls.

While every service operates differently, below are some suggestions of common processes and procedures to assist with reducing the risk of fraud.

### Financial Controls

- Cheque books and petty cash tins should always be kept in a secure location i.e. a locked cupboard or drawer
- Cash received from clients should be banked regularly
- A bank reconciliation should be prepared regularly, at least monthly
- Supplier invoices should be approved by an authorised person
- Cheque signatories should be updated when there is a change of staff or committee members
- Accounting systems such as MYOB should be updated regularly.

### Basic Controls

- Insurances should always be kept current
- Laptop computers and electronic devices should be locked or kept in a secure location
- Computer and software passwords should be changed regularly
- Police checks should be done when new staff/volunteers start and renewed when they lapse.

The recent data survey asked if Services would like a business review. A business review including review of internal controls should be done from time to time to ensure the organisation's performance in the best position to continue to service clients and the broader community. If you would like to discuss a business review further, please contact me.

Mark Love

*Business Manager*

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# MEALS ON WHEELS PRESIDENT ATTENDS SPECIAL INTERNATIONAL WOMEN'S DAY CELEBRATIONS

President of Sunnybank Salisbury Meals on Wheels and Queensland Board Member, Roslyn Broom was honoured to receive a special invitation to attend International Women's Day celebrations hosted by Senator Claire Moore and the Honourable Di Farmer MP, Member for Bulimba at the Salvation Army Hall in Stretton on March 8, 2019.

International Women's Day celebrates the achievements of women from across the world as well as inspires action to address gender disparity.



*Senator Claire Moore; Sunnybank Salisbury President, Roslyn Broome; Minister Di Farmer; and Annie Sun*

## gisMOW2

### gisMOW2 News

#### Nambour MOW Joins the Co-op

The gisMOW2 Co-operative welcomes Nambour Meals on Wheels into the group. Our Software has now been fully integrated and is being used for meal production, delivery and money management. Nambour's new Service Manager Jennifer Waldroff commented that the new documentation generated has been well received by both Volunteers and Staff. Jennifer will also be using gisMOW2 for Volunteer Management and hopes to commence using Rostering shortly.

#### Backdating Package Start Dates

gisMOW2 can now backdate the starting date of Home Care or NDIS Packages. All existing entries are re-priced, and GST is included if applicable. This feature can also handle a backdated change to Package Provider, even if the Packages have different pricing.

#### New Version 2.2.15

- Proforma invoices, creating, displaying and deleting invoices - all done from the Client or Payer Tab,
- Easy access to the Package Provider from the Client, or Client from the Package Provider including changed Package Providers,
- Reporting GST received for BAS,
- Inserting backdated transactions including GST.

#### Training/Workshops

Our popular Training/Workshops will be rolled out in June at venues in Brisbane, Gold Coast, Sunshine Coast, Wide Bay and FNQ. Remote site visits will follow.

#### Next Version 2.2.16

The next version of gisMOW2 is well advanced. Included in this version is the generation of an ABA file for direct debiting by your bank or third-party provider i.e. Ezidebit or Payadvantage.

**For information or pricing call Philip on 0429 800 725 or Ian on 0400 878 244**

**On-site or remote demonstrations are available**

## At A Glance

### Benefits of Group Purchasing:

#### ***How much is this going to cost me?***

Nothing, we have negotiated a special package for MOW's with no ongoing costs

#### ***How hard is it to get started?***

It's easy, we will come to you and walk you through step by step.

#### ***How much can I save?***

Anywhere between 10 – 15% across all supplier categories.

#### ***Do I have to order in bulk to get the discounts?***

No, we use the buying power of MOW's to negotiate the best possible price for individual kitchens.

#### ***Do I have to use all your suppliers?***

No, you choose Unity Purchasing (UP) suppliers that suit your business and your needs. Obviously, the more UP suppliers you use the more money you save.

#### ***How do I find out more?***

Contact Nathan Hammond or the Team at Unity Purchasing.

#### ***How do I join UP***

Contact the Unity Purchasing team and we will come out for an obligation free chat to talk you through the process.

**JOIN THE BUYING FORCE OF MEALS ON WHEELS TO ACCESS THE BEST POSSIBLE PRICING AND DEALS!**

# MEALS ON WHEELS FINDS POWER WITH CENTRALISED BUYING

The rising operating costs, and changes to the disability and aged care sector, are placing increased financial pressure on Meals on Wheels Services across Queensland. Now, more than ever, it is important to find ways to SAVE you time and money.

This is why, over the last 12 months, Unity Purchasing, in collaboration with Queensland Meals on Wheels and Member Services, have piloted a centralised buying program that helped save three South East Queensland Meals on Wheels's time and money by accessing better pricing and individual site cost analysis.

Sangeeta Hunter from Unity Purchasing explains that the pilot process started with analysing the buying habits, supplier invoices and ordering processes of each pilot Meals on Wheels site. Once she knew what was being bought and for how much, she was able to create the Meals on Wheels shopping basket and compare current pricing to the Unity Purchasing's negotiated buying price.

By engaging Unity Purchasing's buying power, she saved each pilot Meals on Wheels an average of 10–15% across the board, which equalled to thousands of dollars at each site.

Over that 12-month period Unity Purchasing was able to prove that centralised buying delivers real savings. She believes that as more Meals on Wheels get onboard there will be more savings to make across all areas of the Meals on Wheels business.

#### Testimonials

Wendy Smith Meals on Wheels Pine Rivers

*"We are extremely happy with the results from Unity Purchasing. The bottom line is we are saving money with quality suppliers and able to budget for increased profits"*

Ashley Mitcham Meals on Wheels Crosby Park

*"Unity Purchasing were incredibly supportive; the process was simple and easy and helped us keep our food costs down."*

For further information please contact Nathan Hammond at Queensland Meals on Wheels. Also, Sangeeta is always out and about in the community talking about how she can help save time and money but if you want to learn more in the meantime contact Sangeeta Hunter on 0407 034 776 or via email at [sangeet@unitypurchasing.com.au](mailto:sangeet@unitypurchasing.com.au).

# SUNCARE MAROOCHYDORE MEALS ON WHEELS CELEBRATE NATIONAL VOLUNTEER WEEK

They quite literally keep the wheels turning for all Meals on Wheels Services across Queensland and their contribution to our communities cannot be measured; they are, of course, our volunteers.

Taking the opportunity of National Volunteer Week to honour their band of over 200 volunteers, Suncare's Maroochydore Meals on Wheels Service held a special celebratory high tea on Wednesday, 22 May, which was well attended by both volunteers and clients of the Service.

"Our volunteers are very close to our clients, so we opened the event up to all," said Suncare Marketing and Communications Coordinator, Vicky Gray. "Maroochydore Meals on Wheels provided the catering and we arranged entertainment by a talented Polynesian duo who had everyone singing and dancing, in addition to raffles and pop quizzes; it was a lovely morning."

Ms Gray said that Suncare Maroochydore Meals on Wheels volunteers have expanded their investment in the Sunshine Coast community to include participation in the Community Visitors Scheme, whereby volunteers provide valuable social support to elderly clients. "We are getting a lot of interest in this service from our clients."

Volunteers at Suncare Maroochydore Meals on Wheels work over five areas; Community Visitors Scheme, Community transport, Maroochydore Day Respite Centre, Meals on Wheels kitchen and Meals on Wheels delivery drivers.



# NATIONAL DISABILITY INSURANCE SCHEME (NDIS) AND MEALS ON WHEELS

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With the roll out of the National Disability Insurance Scheme (NDIS) due for completion by June 30, 2019, many Meals on Wheels Services will be experiencing enquiries from new clients who are in receipt of NDIS support packages as well as transitioning current clients who may have previously been receiving QCC funding, over to the NDIS payment system.

While these changes and the introduction of yet another way of doing business may seem a little daunting, Queensland Meals on Wheels is here to support you as you learn this new system.

Many Member Services have undertaken the registration process to become Providers under the NDIS. As Services may be aware, there is a freeze on new registrations until July 1, 2019 when management of the NDIS transitions to the NDIS Commission. Any Member Service that is an approved NDIS Provider will automatically have their registration transferred to the Commission.

For further information about the NDIS Commission go to <https://www.ndiscommission.gov.au/>

Persons in receipt of an NDIS package (Participants) have the option of their funds being managed in three different ways, and how these funds are managed will determine the billing pathway for Meals on Wheels Services.

Participants can choose to have their funds either:

1. Self Managed
2. Plan Managed
3. NDIS Managed

A Meals on Wheels Service only needs to be a registered NDIS Provider to provide meals supports to those Participants who are NDIS Managed. Any Meals on Wheels Service that is not a Registered Provider is free to engage with NDIS clients that are Self Managed or Plan Managed without being registered, keeping in mind that approximately 70% of NDIS clients are NDIS Managed.

Participants can use their funding toward costs incurred with the preparation and delivery portion of their meals, with the cost of the raw food component expected to be paid directly by the Participant. Meals on Wheels Services will need to determine these costs separately and issue a split invoice for the meal service.

Invoicing will be as follows:

1. Self Managed – split invoices will be sent directly to the Participant. The Participant will then seek reimbursement from the NDIS for the preparation and delivery portion of

their meal delivery

2. Plan Managed – invoice for the preparation and delivery will be sent to the Plan Manager and invoice for the raw food component will be sent to the Participant
3. NDIS Managed – invoice for the preparation and delivery will be uploaded on the NDIS Provider Portal and invoice for the raw food component will be sent to the Participant

It is important to note that no GST is applicable to the provision of meal support.

The first step when engaging with an NDIS Participant is for both the Member Service and the Participant (or family member/carer) to sign a Service Agreement. The Service Agreement will contain important information pertaining to the contracting of meal services, including split costs, invoicing cycles, start and end dates of services, etc. Queensland Meals on Wheels has developed a Service Agreement template which is available for all Meals on Wheels Services to use. To receive a copy, please contact our office.

Participants that are NDIS Managed will require Services to complete a Service Booking on the NDIS Provider Portal. This is where all details of the Service Agreement will be entered, including costs of preparation and delivery, start and end dates of meal service, and number of items (meal deliveries) to be delivered. Payment Requests are also completed within the Provider Portal.

The NDIS opens many new opportunities for Member Services to increase client numbers and we have developed resources that can be used to promote your Service to potential NDIS clients. Please contact the QMOW office to discuss.

## Re-Registration

From 1 July 2019 all Registered Providers will automatically have their registration transferred to the NDIS Commission. The NDIS Commission will soon be forwarding Certificates of Registration to each Registration Provider, so if you have registered as a provider with the NDIS, you will be receiving one of these. These certificates will indicate registration start and end dates. To remain a registered provider with the NDIS, you will need to undertake a registration renewal process. Member Services are able to commence renewal of their registration within six months of the registration end date, so once the Commission advise you on the registration end date you will be in a better position to understand the timeframes.

## Audit Process

Part of the registration renewal process requires Providers to undertake an audit. There are two categories of audits – certification or verification – with Meals on Wheels Services falling into the certification category. The audit process ties in directly with the renewal process. The first step in the renewal process involves providing information about your organisation and completing a self-assessment of your organisation against the NDIS Practice Standards, using the NDIS Commission portal. Once complete, the NDIS Commission will issue you with a Scope of Works.

The Scope of Works relates to the audit, and it will contain information that will determine what your audit is expected to cover. This is then provided to NDIS Commission-approved quality auditors who will provide you with a quote. The audit process will not be dissimilar to other audits you have experienced and when the audit is complete the Auditor will report their findings back to the NDIS Commission. If all compliancy's (against the Scope of Works) are met, the registration will be renewed. The allowable timeframe for the renewal process to take place is no longer than 12 months.

The NDIS Commission has Guidelines for Auditors on how to scope and conduct an audit. The Guidelines require the audit process to be appropriate to the size and scale of the organisation, as well as to the risk and complexity of the supports and services delivered

to NDIS participants. The Commission has recently updated the Guidelines to assist auditors in applying a proportionate approach to the cost of audits which includes giving more flexibility on aspects such as the number of auditors required, the minimum time required, allowing for off-site auditing, remove the requirement for follow up audits during the three year period.

## Looking Ahead

Queensland Meals on Wheels understand the Provider Registration Renewal (Audit) process comes at a cost that puts further financial and administrative burdens on Member Services, and we are working towards better understanding these costs and ultimately seeking to reduce these burdens wherever practicable.

QMOW is developing some tools for services to access to better understand the impact to your service in light of these requirements. We encourage services that when you receive your certificate of registration that you contact us here at QMOW to discuss your strategy and options.

QMOW will also continue to explore the model of single registration including the costs and benefits of such an approach.

**Lisa Lowe**

*Member Services Concierge*

E | [mcs@QMOW.org](mailto:mcs@QMOW.org)

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- Tweed Heads Meals on Wheels



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## FOOD SAFETY NEWS AND VIEWS

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

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

Recently, I have had the pleasure of visiting many Meals on Wheels Services including Burnie Brae in Chermside, Mitchelton, Logan Central, Mackay, Mission Beach and Crosby Park just to name a few. In between these, as always, I have been very busy visiting with my many other regular audit clients as far north as Port Douglas, Cairns, central Qld in Emerald, Rockhampton and Yeppoon, and as far south to the Gold Coast, as well as in and around Brisbane and the Sunshine Coast. I do get around that's for sure.

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.

### In The News – "Current Food Recalls"

As always, food recalls continue to cause concern with our available food products and several recalls remain active at the time of writing this. Here are a few recent ones of note relating to microbial and foreign body contamination:

**March** – Meals on Wheels in SA recalled several thousand frozen meals relating to Listeria contamination

**March to May** – there have been several recalls in the south relating to Salmonella Enteritidis

**April** – three recalls relating to E.coli contamination in some exotic cheeses

**April** – a hot cross bun recall relating to foreign body contamination (plastic pieces)



Plus, there have been numerous other cases relating to faulty packaging, undeclared allergens and labelling issues. It is very important that all food business 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 up there for all to see so that you can stay vigilant on affected foods and the reasons they are an issue.

## THIS EDITION'S FOOD QUIZ:

### *LISTERIA FOOD POISONING - TEST YOUR KNOWLEDGE*

Which health conditions or medicines put someone at risk of serious Listeria infection

Mark as many as you think. Earn 1 point for each correct answer.

- a) Pregnancy
- b) Elderly (generally considered over 65 to 70 years old)
- c) Diabetes
- d) Leukaemia
- e) AIDS
- f) Liver or kidney disease
- g) Ulcerative colitis
- h) Cirrhosis
- i) Cancer
- j) Transplant patient
- k) Taking an immune suppressing medicine like prednisone or cortisone

What can be the results of serious Listeria infection

Mark as many as you think. Earn 1 point for each correct answer.

- a) Severe illness in unborn or new born babies
- b) Severe blood infection
- c) Brain infections including meningitis or encephalitis
- d) Infections in the bones, joint, chest and abdomen
- e) Miscarriage
- f) Death

If someone is at risk of serious Listeria infection which of the following foods should you avoid or cook?

Mark as many as you think. Earn 1 point for each correct answer.

- a) Soft cheeses such as camembert or brie
- b) Sliced deli meats
- c) Pre-cut fruit and vegetables that will be eaten raw
- d) Pre-prepared or pre-packaged cut fruit and vegetable salads
- e) Raw seafood (e.g. oysters, sashimi or sushi)
- f) Smoked ready-to-eat seafood
- g) Ready-to-eat peeled prawns (cooked) e.g. in prawn cocktails, sandwich fillings, and prawn or seafood salads
- h) Cold cooked chicken purchased ready to eat
- i) Soft serve ice cream

How can you kill Listeria infection in food?

- a) Cooking
- b) Refrigeration

If you are at risk of a serious Listeria infection how long should you keep leftovers in the fridge before eating or freezing?

- a) 2 to 3 days
- b) 24 hours
- c) A week

What temperature should your fridge run at, to slow the rate of Listeria growing (and stop the growth of the food poisoning bacteria)?

- a) 10°C or below
- b) 5°C or below
- c) 1°C or below

## ANSWERS TO THE STAFF EDUCATION QUIZ IN THE MARCH 2019 CUSTOS

Question#	Circle one only	
1	T	
2	T	
3	T	
4		F
5	T	
6	T	
7		F
8	T	
9		F
10	T	

## 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/subscription-service.aspx>

Food Safety Information Council

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

## BUG OF THE MONTH . . . E.COLI

Escherichia coli are bacteria that form part of the normal gut flora of humans and other warm-blooded animals. Although most E. coli are considered harmless, certain strains can cause severe illness in humans, particularly Shiga toxin-producing E. coli (STEC). Infection with STEC is the main cause of haemolytic uraemic syndrome, a condition which can be fatal in humans. E. coli are rapidly inactivated at 71°C but heat resistance may be higher if the organism is present in foods with a high fat content or if the food has low moisture content.

The growth and survival of E. coli depends on a number of environmental factors such as temperature, pH, water activity and the composition of the food. Low temperature has little effect on E. coli survival. Studies have showed that E. coli O157:H7 (the most common cause of E.coli infection) was able to survive on mangoes and papayas stored at -20 °C for at least 180 days.

### Incubation Period:

3-8 days (average is 3-4)

### Symptoms of illness:

Can cause diarrhoea (may progress to bloody diarrhoea), abdominal cramps, vomiting and fever. E.coli is shed in the faeces of infected individuals for several weeks.

### Duration of illness:

Most recover within 10 days

### Modes of Transmission:

E.coli are transmitted by the faecal-oral route by either consumption of contaminated food or water, from direct contact with infected animals or via person-to-person contact

**Food Sources:** *Mettwurst, salami, raw fruit & vegetables (e.g. sprouts), undercooked beef, salads, and untreated water, unpasteurised milk.*

### Suggested Control Measures:

High standards of personal hygiene. Adequate end point cook temperatures of foods (ie. >75°C), adequate temperature control of cooked foods, clean premises; thorough cooking and rapid cooling; avoid cross-contamination.

**Source:** Food Standards Australia - Agents of Food Borne Illness.

# Food Allergen Week

Food Allergy Week ran from 26 May -1 June 2019. This annual event aims to raise awareness about food allergy in Australia, to help reduce the risk of a reaction for those living with food allergies and to help manage potentially life-threatening emergencies when they occur.

Here are some fast facts about food allergies –

1. Avoiding the allergen is the only known method of managing food allergies.
2. Most allergies related to fatalities occur when eating out.
3. Food allergy associated anaphylaxis has doubled in the last 10 years

## What is food allergy?

A food allergy is an immune system response to a food protein that the body mistakenly believes is harmful. When the individual eats food containing that protein, the immune system releases massive amounts of chemicals, triggering symptoms that can affect a person's breathing, gastrointestinal tract, skin and/or heart. Signs and symptoms of food allergy can be mild, moderate or severe. An allergic reaction can include; hives, swelling of the lips, face and eyes, abdominal pain, vomiting, swelling of the tongue, swelling of the throat, breathing difficulty, persistent dizziness and/collapse. If left untreated, signs and symptoms related to breathing and heart/blood pressure can be fatal.

## What is anaphylaxis?

Food allergies can be severe, causing potentially life-threatening reactions known as anaphylaxis. Anaphylaxis must be treated as a medical emergency, requiring immediate treatment and urgent medical attention. Anaphylaxis is a generalised allergic reaction, which often involves more than one body system (e.g. skin, respiratory, gastro-intestinal and cardiovascular). A severe allergic reaction or anaphylaxis always involves the respiratory and/or the cardiovascular system. An allergic reaction usually occurs within 20 minutes to two hours of eating even a small amount of the food, and can rapidly become life threatening.

## Incidence

Food allergy now affects one in 10 infants and about two in 100 adults in Australia.



Some children may outgrow their allergy, however some adults develop their food allergy later in life after eating the food without a problem for many years. The severity of an allergic reaction can be unpredictable although someone who has previously had a severe reaction to a particular food is more likely to have another severe reaction to that food. Someone who has a previous mild reaction to a food is less likely to have a severe reaction but the possibility is still there. Someone who is allergic to a food but has not been prescribed an adrenaline (epinephrine) auto-injector still needs to do their best to avoid the food as reactions do sometimes become more severe.

There are more than 170 foods known to have triggered severe allergic reactions. The 10 most common triggers, causing 90 percent of allergic reactions in Australians are egg, cow's milk, peanut, tree nuts (such as cashew and almond), sesame, soy, wheat, fish/shellfish and Lupin.

Some lesser known triggers also include kiwi fruit, banana, chicken, mustard and celery. Children often outgrow cow's milk, egg, soy and wheat allergies during childhood. Common life-long allergies include peanuts, tree nuts, sesame and seafood.

## What Can We Do??

Here are some questions for you:

1. Do you have internal processes that manage your clients' dietary requirements and known allergies?
2. How is this information communicated with your kitchen staff?
3. Are your meals adequately labelled if they contain a known allergen?

You must employ safe food handling procedures and avoid cross contamination between the products you use and known allergens. Maintaining effective allergy control measures cannot be compromised. You must take all measures practical to prevent the cross-contamination that can occur when using equipment, utensils and the foods you prepare.

Food allergies are a fact of life that must be adequately addressed by all Meals on Wheels Services, or any professional kitchen. Adopting proper food safety procedures accompanied by a preventative mindset is by far the best course of action.

Does your food safety program contain enough information on known allergens? I highly recommend that your food safety program is reviewed, to ensure it contains sufficient policies and procedures to effectively manage allergens, including how client information is communicated and updated with your kitchen staff.

# 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.*

# RECIPE RESOURCE PROJECT

As part of the QMOW Activity Work Plan we have initiated the Recipe Resource Project, which is designed to provide Member Services access to fifty recipes based on the National Meal Guidelines that taste great and can be produced at a reasonable price. This also presents a great opportunity for introducing product consistency in the marketplace.

The project is now in full swing with our partner, the Institute of Culinary Excellence (ICE), consulting with a number of Services already. A big thank you to all those Services who have participated to date.

This consultation has assisted ICE to understand the Meals on Wheels working environment and the amazing people involved in producing meals for the community.

From these conversations and observations, ICE have already produced a recipe list of sixty, exceeding the expectation of the initial scope. This is anticipated to be reduced to the fifty recipes requested and provide a greater choice of recipes to choose from.

The project lead, Gemma Payton-Skaines from ICE said “it has been great to visit Meals on Wheels kitchens and talk with all the dedicated people that put their heart into feeding

the vulnerable people of our communities. It has been a great eye opener into all the hard work and effort that is given on a daily basis by staff and volunteers. I would like to thank everyone that I have spoken to for their time and their honest feedback. I look forward to working with you all in the future to produce a resource that is practical and easy to use, but above all to produce amazing tasting food that our seniors so richly deserve”.

The intent of the resource is to be delivered as an eBook so it may be accessed anywhere at any time. The next step of the project is for ICE to develop the remaining recipes, and photograph and design for presentation. Some of the photography will be at Member Service kitchens, with additional photos taken that can later be utilised in the resource.

The project is due for completion in July and we will keep you up to date as it progresses.

If you have any queries please contact me.

**Nathan Hammond**  
Meal Operations Officer  
E | [moo@QMOW.org](mailto:moo@QMOW.org)  
M | 0428 641 866  
P | 3205 8855

## MITCHELTON SERVICE CELEBRATES VOLUNTEERS

With over 130 volunteers currently working at Mitchelton Meals on Wheels, National Volunteer Week presented the perfect opportunity for management at the Service to acknowledge the invaluable service their volunteers contribute to the community.

“We consider our volunteers to be the backbone of our association,” said Service Coordinator, Wendy Emery. “Without them our Service couldn’t operate; National Volunteer Week provided the perfect opportunity for us to express our thanks to each and every one our volunteers with the presentation of a special volunteer badge, in appreciation of all they do.”

Long standing volunteer, Joan Bartholomew has been volunteering with Mitchelton Meals on Wheels for the past five years and is valued by the Service for always being a willing helper.

“Presenting our volunteers with badges is something we do yearly, and you can tell by the lanyard around Joan’s neck that she wears her badges with pride,” said Wendy.



*President of Mitchelton Meals on Wheels, Ralph Davies presents volunteer Joan Bartholomew with her 2019 Volunteer Medal.*

# SPOTLIGHT ON ... VOLUNTEER CATHY HAIMES

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A 'jack of all trades' is how Suncare Maroochydore Meals on Wheels volunteer, Cathy Haimes would describe her volunteering role at the Sunshine Coast service.

"I do a multitude of jobs - from making sandwiches, to helping in the office, to entering information in the database, sorting client's newspapers and delivering meals," says Cathy. "Anything, really, that needs doing."

The talented and multi-skilled volunteer has been with Suncare Maroochydore Meals on Wheels for the past three years and has proved herself invaluable to the Service.

"When I first started volunteering at Maroochydore Meals on Wheels, I would interview clients before entering their details in the database as well as discharge them when they left the Service. Although Suncare have taken over management of the Service, I still continue to help out in the office doing paperwork."

Suncare Community Services Russel Mason CEO says Cathy makes everyone feel special and is the first point of call if someone calls in sick. "Every day she walks in, Cathy raises the enthusiasm level in the kitchen and cheers everyone up. She fills in wherever we need help and evens rings in from the golf course to find out if someone hasn't turned up in case she is needed as a back fill."

While not seeking any accolades for her volunteering work, Cathy was recently recognised for her volunteering efforts in the community, featuring on the Channel 7 News Local Hero segment. "It was such a surprise," she says.

With her husband Tony employed in the defence force during his career, Cathy says their family moved several times over the years before retiring to the Sunshine Coast. Cathy's own past career was in the medical industry as an administrator recruiting medical staff for hospitals in New South Wales.

Cathy says that one of the perks of her role is getting a warm, fuzzy feeling when she brings a smile to her clients faces. "Just knowing we are there, even for a quick five-minute chat, can sometimes be enough so that a client doesn't feel isolated."

Living up to the Meals on Wheels slogan of 'More Than Just a Meal', Cathy recalls an occasion where she delivered a meal to a client who was upset and anxious after being harassed by a scammer on the phone. "The client wasn't sure what to do so I encouraged her to contact her family and stayed with her until I was sure she was okay. It meant we were a little late getting to our next client, but she needed a little extra care that day, so that is what we did."

A social, happy person, Cathy starts talking to her clients from the moment she comes through the day, saying hello and asking how they are. "If I notice flowers or a card I will ask if it is their birthday; I want them to know they are important."

Cathy says she has nothing but praise for management at Suncare Maroochydore Meals on Wheels and for their band of dedicated volunteers, stating that everyone is treated like family. "I take my hat off to Suncare, they try so hard to please everyone. And I really want to acknowledge the many volunteers who have been doing this for far longer than myself. I only hope I can give the same amount of time as they have, they deserve a pat on the back."

Volunteering isn't a new experience for Cathy: "Before we moved to the Sunshine Coast we lived in Ipswich where I volunteered at a Hospice for 18 months," she says.

Cathy and Tony enjoy spending time with their two adult daughters and son, as well as their grandson and granddaughter.

# CHERMSIDE MEALS ON WHEELS QUIETLY CELEBRATES 50 YEAR ANNIVERSARY

When Chermside Meals on Wheels marked 50 years of serving their community in March, they didn't look for any accolades and thought they would let the occasion quietly slip by without fanfare.

However, Queensland Meals on Wheels Interim State Manager, Evan Hill was having none of that and dropped into the Service to personally extend his appreciation to the Board, Staff and Volunteers of Chermside Meals on Wheels for their outstanding contribution to the Sector and present President Margaret Aitkinson with a commemorative award acknowledging their 50 years of service.

"It was such a lovely surprise," said President Aitkinson. "We didn't have a special celebration, so it was truly appreciated to have Evan visit us at the Service and present us with an award."

President Aitkinson has worked at Chermside Meals on Wheels for the past 45 years and says she has seen many changes throughout the years.

"In the beginning meals were delivered on plates, with the client returning the plate during the next visit, soups were delivered in large pots and ladled into client's bowls, and a piece of fruit was delivered with the meals instead of juice."

However, President Aitkinson proudly says one thing that has not changed at the Service is the exceptional quality

of the meals. "Chermside Meals on Wheels has always been a cooking kitchen, with all meals continuing to be cooked fresh every day."

Margaret has worked in a variety of positions at Chermside Meals on Wheels including volunteer, assistant supervisor, Vice-President, and now President for the past three years.

"When I first started at the Service, we only had one employee, then two, and now today we have four paid staff. The paperwork has certainly become a lot more complicated over the years, but we are fortunate to have the support of our wonderful staff and volunteers who keep Chermside Meals on Wheels running so efficiently."

*QMOW Interim State Manager, Evan Hill presented Chermside Meals on Wheels President, Margaret Aitkinson with a commemorative award in appreciation of the Service's 50-year contribution to the Meals on Wheels sector.*



# GYMPIE WESTPAC BRANCH SERVES UP WARMING DONATION

With the winter season upon us, there is nothing like a hot bowl of hearty soup to warm up.

So, when Gympie Meals on Wheels manager, Jules Delgado was contacted by Gympie Westpac branch manager Julie Brook, to advise they were wanting to support the Service with a donation of \$500, she knew immediately where the funds could be best put to use.

"We purchased two large 25L pots for cooking soups, stocks, gravy and sauces," said Jules, "as well as new freezer gloves. Now that the weather is cooler, our clients look forward to a hot bowl of soup with their meal delivery."

Westpac has a history of supporting non-for-profit organisations to create stronger communities.

"Gympie Meals on Wheels relies on our community for support and we are very grateful to be the recipient of Westpac's generosity."



*Gympie Meals on Wheels Head Chef Brendan Van Rensburg, Kitchen Manager Di Wood, Westpac Gympie manager Julie Brook and Meals on Wheels volunteer Yvonne Turner are pictured with the new pots and freezer gloves purchased with the donation from Westpac*

# MARKETING UPDATE

## WE'RE MAKING IT EASIER TO GET YOUR MESSAGE OUT



We're in the process of implementing some exciting upgrades to the QMOW website. Once complete, Member Services will have the ability to add/update their own information as it appears within the FIND US section of the QMOW website. This will provide Member Services with more control over the information that appears on their page, along with the ability to change the information at any time they need e.g. new menu or price increase. They will even be able to upload your own meals photos.

In addition to this, a unique shortened URL will be made available to each Member Service for marketing purposes i.e.

[www.QMOW.org/service/alpha-Meals on Wheels](http://www.QMOW.org/service/alpha-Meals%20on%20Wheels) instead of [www.QMOW.org/service-location/alpha-meals-on-wheels-155](http://www.QMOW.org/service-location/alpha-meals-on-wheels-155)

Once all these changes are functioning properly, we will be offering training to Member Services in the form of a webinar to demonstrate how easy it is to access this.

## INFORMATION SHARING SESSIONS ON MARKETING ITEMS

We've had some great group meetings with Member Services, sharing the various marketing items available and how Member Services have been using them.

If your Service is wanting to let potential new Clients or Service Providers know that Meals on Wheels can supply meals as part of Home Care or NDIS Packages, or need to increase the number of CHSP Clients that you have, please get in touch so we can have a chat about your needs and provide some marketing suggestions for you.

If you've previously ordered marketing material from us? We'd love to hear how you've used it and how it worked. Would you change the format or information to achieve better results. All feedback would be greatly appreciated, as it helps us to refine what we're doing and provide better support to you.

## MONTHLY WEBINARS

We've started to schedule in our Monthly Webinars again, so please join us where you can. Also remember that after the event, the webinar recordings have been saved and uploaded to the Member's Area of the website for access at a later date, just Search "Webinars" to find them. If there is a topic you would like to hear about, please get in touch and let us know. As I always say, if you have questions around a specific topic, you can usually bet that other Services do to, so the aim of the Webinars is to provide a reference tool to help answer those queries.





## CUSTOMISED MARKETING REQUESTS

Did you also know that for a small fee we can also develop artwork for specific items to meet your needs. To date, Member Services have requested items such as: A4 posters, tri-fold brochures, newsletter templates, A4 flyers, pull up banners, car magnets and tablecloths.

## BRANDED TABLE CLOTHS

The Member Service branded tablecloths are proving extremely popular, with several Member Services already purchasing their own branded tablecloth to create a professional image when promoting their Service in the community.

If you would like to place an order for a branded tablecloth please contact Katrina Jermyn

KATRINA JERMYN

*Marketing Consultant*

**P** | 3205 5588

**E** | [marketing@QMOW.org](mailto:marketing@QMOW.org)

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# CELEBRATING OUR VOLUNTEERS



**Name:** Millie Marsden

**Age:** 91

**Currently volunteering at:**  
Stanthorpe Meals on Wheels

**Years of Service:**

I have volunteered with Stanthorpe from when it commenced 55 years ago. Throughout the years I have delivered meals, done the rosters and assisted in the kitchen with dishing up meals and doing the washing up.

**Favourite Memories:**

I have so many wonderful memories of my time with Stanthorpe Meals on Wheels. In the early days the meals were prepared at a number of different locations, including cafes and people's homes, before being collected in large containers for delivery. We used to have the soup in one container and the juice in the other, with a ladle for serving, and the main course and sweet inside three containers. Everything had to be washed at the end of the day and returned for filling up the next day. Now all the meals are cooked at the Stanthorpe hospital and there is no washing up to be done.

I remember one time when my young son joined me on my deliveries. A lady who we delivered to thought my son was a lovely boy and said she wanted to give him a gold sovereign. It was around the time that Australia's currency changed over to decimal currency. She came out with a two-cent piece and he was just delighted.

**Best thing about Volunteering:**

I love how volunteering brings all the community together and keeps me active. While I can't always do what I used to, the things that I can do, I will continue to do.

## BRISBANE CITY COUNCIL RESCUES STAFFORD MEALS ON WHEELS FROM A SINKING SITUATION

Operating from a building that has been slowly sinking into marshy ground over the past eight years, Stafford Meals on Wheels President, Jack Pool realised that immediate action was required to ensure the longevity of the Service's premises as well as providing safe working conditions for staff and volunteers.

"The building has been experiencing structural cracks for some time and I knew it was imperative that we address the problem before the building became unsafe," said Mr Pool.

Following several meetings with Brisbane City Council engineers, a plan to repair and renovate the building was devised that would still allow the Service to continue its meal operations without interruption.

"The plan was to remove the centre part of the building, which incorporated the office area, and seal off each end containing the kitchen and cold room areas so that we could continue producing meals. The Council provided a temporary office building as well as facilitated the move; it was all taken care of."

With an original budget of \$200,000 to complete the project, Mr Pool said that Brisbane City Council and the contractors went above and beyond in their support of the Service, with all works provided by Council without cost to the Service, as well as undertaking several additional repairs that were not in the original plan.

"They could not do enough for us," said Jack. "In addition to addressing the sinking issue, they installed railings, replaced guttering, repaired the carpark and installed a security system. We could not be more grateful for their help."

President Pool said he has nothing but praise for the workers contracted to complete the project. "We were supposed to be operating out of the temporary premises for 10-12 weeks, however the work was completed in 8 weeks with no interruptions to our meal deliveries."



*Staff and volunteers of Stafford Meals on Wheels are excited about the improvements to their premises*

# INTRODUCING BROADBEACH MEALS ON WHEELS VOLUNTEERS LORRAINE AND REG HOGAN

After three decades of volunteering with Broadbeach Meals on Wheels, volunteers Lorraine and Reg Hogan have seen a lot of changes, both to operations at their local Service as well as to the Gold Coast region.

“When I first joined Broadbeach Meals on Wheels, we operated out of a couple of small rooms in a cottage. We didn’t have a kitchen and the Manager would have to drive to Palm Beach Meals on Wheels to pick up large containers of cooked food and bring it all back to be portioned into containers,” said Lorraine. “We would look at our lists for the day and make up the meals based on client requirements.”

The establishment of the formerly named Conrad Jupiters Casino at Broadbeach in 1986 proved a bonus not only to Gold Coast tourism, but to Broadbeach Meals on Wheels, with the casino donating land for the establishment of a Senior Citizens Centre where rooms were made available for the Meals on Wheels Service.

When Lorraine joined the Broadbeach Service thirty years ago, she initially partnered with another driver until husband Reg retired from his teaching position 25 years ago.

“We deliver meals to clients every Monday,” said Reg. “The runs used to take about two hours to complete, however the Service increased its volunteer numbers and it now only takes about an hour.”

Both agree that what they enjoy most about volunteering with Meals on Wheels is getting to know the clients. “We deliver to the same clients each week and over time we get to know them all quite well,” said Lorraine. “We miss them when they go into residential care and have stayed in contact with a couple of past clients who we continue to visit.”

Broadbeach Meals on Wheels Manager, Jane Shaw said both Lorraine and Reg are wonderful assets of the Service. “They are caring, thoughtful and modest. It’s a testament to their characters how they have stayed in contact with past clients; they genuinely love their clients and it is reciprocated. Lorraine and Reg are so dedicated they won’t even take holidays if they think it will interfere with their volunteering duties.”

Lorraine and Reg have a long history of volunteering in their community and say they have no plans to retire from volunteering any time soon. Lorraine also volunteers at the Gold Coast Private Hospital each Friday where she organises morning teas, delivers magazines to patients and stops to have a chat with any needing a little company and both Reg and Lorraine have volunteered in the past at a local school, with Lorraine giving reading lessons and Reg as a volunteer teacher.

Lorraine and Reg have been married for 56 years and enjoy spending time with their daughter Elise and grandson Declan.



*Long-term volunteers Lorraine and Reg Hogan recently manned the QMOW stall at the Gold Coast Senior Expo with Reg celebrating his 83rd birthday at the event*

# CLEVELAND DISTRICT MEALS ON WHEELS

## CELEBRATE 50 YEARS SERVIING THEIR COMMUNITY



*President Val Lovett and Secretary Adele Aitken*

Marking 50 years of service to the Cleveland region, Cleveland District Meals on Wheels held an afternoon high tea at the Donald Simpson Centre on Wednesday, 20 March with over 90 guests, including volunteers and clients, toasting the Service's success.

Special guests included Mark Robinson, Member for Oodgeroo; Cleveland District Meals on Wheel's Patron and Redland City Councillor, Wendy Boglary; Guest Speaker and new Life Member, Shirley Cameron-Kirk; Life Member, Esme Whitby; Queensland Meals on Wheels Chairperson, Tony Charlesworth, and Queensland Meals on Wheels Interim State Manager, Evan Hill.

President of Cleveland District Meals on Wheels, Val Lovett expressed her praise for the countless volunteers who had supported the Service over its 50-year history, stating

“this celebration is about more than just the organisation. It's really about all of the volunteers who have collectively given many hundreds of years' service to the people of our community and are the reason that Cleveland District Meals on Wheels is still serving after 50 years.”

The highlight of the afternoon's festivities included entertainment by the Here's to Life singers and dancers, mostly seniors in their 70's and 80's, and the cutting of a beautiful cake sponsored by Mark Robinson MP and created by talented baker Susan Belosev.

President Lovett used the occasion to present three new life memberships to volunteers Narelle Brown, Shirley Cameron-Kirk and Ethel Eden. “Narelle has been volunteering since 1989 and has been a past Committee Member, including Vice President for two years; Shirley has been volunteering since 1993 and is a current Committee Member, including serving as Vice President for three different periods and President for six years; and Ethel has been volunteering since 1994, including serving on the Committee for 12 years.”

Following formalities, staff members Adele Aitken and Doug Cox added a little bit of fun with the showing of a PowerPoint presentation of what the next 50 years of Cleveland District Meals on Wheels will look like.

President Lovett shared her thoughts on volunteering by saying that “each time you turn up to do your bit, you are about to bestow a blessing on those you meet. Your acts of unselfish giving, wrapped in love and accompanied by a smile, open windows of possibilities and guarantees peace for those upon whose shoulders it gently lands.”

### A fifty year journey.....

Cleveland District Meals on Wheels made its first delivery of meals in the Cleveland and Ormiston areas on March 23, 1969 with just eight meals being delivered. The meals were cooked by Bayview Meals on Wheels at Wellington Point which was established in 1968. The hard-working committee at Bayview, led by Miss Grace Beare, continued to supply meals for around 9 years. Many people have been able to share their memories of some of the earlier times and these have revealed the level of commitment of those involved in ensuring a Service was established in Cleveland.

Grace Beare, the lady who started Bayview Meals on Wheels, was instrumental in getting Cleveland Meals on Wheels started and those familiar with Grace speak very highly of her dedication to the Service, which continued for many years. An extract from a story written by a family whose mother became a recipient of Meals on Wheels reflects the level of regard that people in the community held for Grace: "The people from Meals on Wheels couldn't have known how many hearts were tied to this woman...but they were there each day and the family was so grateful. Gran was fed, she was visited. She was excited to tell them about the meals she got each day and the people who came to bring them. It was a bright spot in her otherwise uneventful day".

Challenges arose when it became difficult to get volunteers to travel the distance to Bayview to collect meals for delivery in the Cleveland/Ormiston area and then return to Bayview before going home. In June 1976 people started to talk about establishing a kitchen in Cleveland and, after much hard work by the members of the Lions and Rotary Clubs, the Cleveland kitchen commenced operation on 16 January 1978. The first delivery consisted of five meals for the day. Over the

years this number increased to 120 meals per day when the Service extended to Stradbroke Island, and currently averages around 80.

Life Member, Esme Whitby, became a volunteer assistant delivery person from 1978, when the Service started from the Cleveland premises. Esme's vivacious personality and infectious joy blessed many clients and fellow volunteers over the years and the Service considers her to be a shining example of the number of hours volunteers contribute to the wellbeing of members of the local community.

Members of Lions and Rotary again donned their working togs, picked up their hammers and saws, to complete extensions to the premises which were opened on October 10, 1990 by Merv Genrich, Shire President and Frank Tranter, President. Merv Genrich continued to support the Service over many years, culminating in his serving as Patron until 2015.

The kitchen continued to cook hot meals for clients for many years and there was a happy band of volunteers on duty each day peeling spuds, making



*Volunteers Jean and Colin*



*Clients Betty and John*



*Volunteers Denise and Bill*



*Entertainment: Everyone enjoying the Conga and the performance by Here's to Life*





*Councillor Wendy Boglary, New Life Members Ethel and Shirley, President Val, and New Life Member Nerelle*

soup, and serving up main meals and desserts under the direction of a Kitchen Supervisor. The hard work was embraced with much joy and happiness and many lasting friendships were formed.

Fast forward to July 2012 when there was much concern about how the nutritional value of hot meals was compromised by the temperature requirements of the increasingly complex Food Safety Rules. After extensive reviews, the decision was made to cease providing hot meals and instead move to cooked chilled meals. Chilled meals were cooked and chilled by a provider before being delivered ready to heat and eat by the Service. The move to providing cooked chilled meals continued for several years until the provider increased prices significantly. Wanting to provide affordable meals to clients and mindful of the need for the Service to survive financially, Cleveland District Meals on Wheels decided a change was needed.

The Committee attended a meeting with other Meals on Wheels Services to hear how they were meeting the various challenges of producing meals and at the same time heard a presentation from Gourmet Meals, whose speciality was frozen meals. Samples of the meals were available to taste test and Cleveland District Meals on Wheels heard how the company planned to embrace the Meals on Wheels community. Changing to frozen meals involved considerable adjustments for the Kitchen Supervisor and the dedicated band of volunteers at Cleveland Meals on Wheels, some of whom had seen all the different phases of providing meals by the Service. The change to providing frozen meals pleased the clients, with much favourable feedback received. These

changes involved a considerable amount of work for staff and the volunteers - systems and paperwork all had to be updated, checked to ensure everything worked and then tested as the new systems went live. The type of meals provided may have changed over the years, but quality has always remained a high priority to Cleveland District Meals on Wheels.

Many Committee Members and office holders have served the Service for multiple years, commencing with the first President, Frances Simpson, who was in the chair for 17 years. Some of the volunteers at Cleveland District Meals on Wheels have given in excess of 20 years of service with others exceeding 40 years. Current Committee Member, Shirley, has served continuously for 24 years and had been employed in the kitchen some years before joining the Committee. Two Life Members with long records serving as volunteers, Dierdre Hargreaves and Esme Whitby, have been included on the Roll of Honour established by Queensland Meals on Wheels.

Throughout the years, Cleveland District Meals on Wheels have received support from many organisations including Redlands RSL Club, with an annual Charity Golf Day raising tens of thousands of dollars for the Service; Redland City Council providing the land upon which the Service is built as well as funds to purchase equipment; and various other community groups including Cleveland Girl Guides, Star Quilters, TJ Scrapping and Style, and Bob Gunn Pest Control to name a few.



*President Val, Mayor Karen Williams, Life Member Esme, Mark Robinson MP, and Councillor Wendy Boglary*

# AREAS OF CONTROL

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*Money and goods can be lost in many areas and need to be monitored. When budgetary constraints are so tight it is essential to minimise any losses from the process of ordering all the way through to the delivery of the meal.*

The kitchen can be an extremely busy place when in full swing of production and many processes can get missed as staff and volunteers are busy doing other tasks. It is essential to have procedures in place and staff/volunteers educated in these procedures to ensure that we stay on top of all of our food safety practices. There will always be circumstances out of our control e.g. late/wrong deliveries, these are just things we have to deal with. However, there are many areas where we can manage and control as best, we can to run an efficient operation.

*The main areas to monitor are as follows -*

- **Purchasing** – Food usually has a limited shelf life and it can be expensive. This places emphasis on the purchaser to ensure that they order what is needed and schedule where and when it is required to avoid wastage. Regular review of the stock on hand will eliminate ordering goods that are already there, this is especially important for perishable goods
- **Receiving** – Upon receipt of goods, they need to be checked and quantified against the invoice/order. Check the accuracy of the delivery at all times
- **Storage** – Ensuring that products are stored correctly will allow maximum time that products can be stored safely and avoid any unnecessary spoilage of goods, reducing waste costs. Apply the first in, first out (FIFO) method of storage by placing new arrivals behind older items.

Also, ensure that refrigerators and freezers are maintaining correct temperatures by monitoring and recording temperatures in the records in your Food Safety Plan (FSP)

- **Preparation** – Different products will produce different yields due to the preparation process. This needs to be considered when choosing a product and the costing element of wastage in the preparation process. Properly trained staff/volunteers can maximise the yield of every piece of produce/protein
- **Service** – To ensure a standard product is produced and portioning is correct, when serving the meal attention is needed to ensure the portions are correct.

In addition, other areas of control can include:

- **Wages and Labour** – Ensure that staffing levels coincide with levels of workload

- **Overheads** e.g. Gas, electric, rent, insurances etc. – There are many suppliers in the marketplace for these services, it is essential to review these periodically to make sure the best deal/price is secured
- **Staff/Volunteer Meals** – Although this is mainly overlooked, this is an expense to the organisation and needs to be monitored and accounted for

One of the most important factors of stock control is the Incoming Goods procedure. Vast amounts can be lost if this procedure is not adhered to, increasing the costs to the organisation. The following is a checklist of procedures upon receiving goods:

- **Check Delivery Records** – A receiving record will detail the time, date of delivery and the invoice number. Ensure that the delivery is for your organisation to make sure the goods you are receiving are goods that you have ordered
- **Check quantity in delivery** – Ensure that the goods received are the exact number of products that are on the delivery note. Any missing items need to be noted on the Consignment Note. Check with the original Purchase Order to clarify details
- **Check condition on delivery** – If there are any damaged goods or looked to be tampered with this is to be noted on the Consignment Note. You may choose to send the order back without accepting the delivery if the goods cannot be used
- **Temperature Checks** – Ensure that goods are within the temperature controls for that item. These need to be recorded in the appropriate records in your FSP
- **Check quantity and quality after delivery** – You are obliged to inform the supplier as soon as possible of any damaged or missing goods. When receiving stock, you should check the goods off the invoice and the original Purchase Order form to avoid accepting overstocks or substitutes

- **Store goods correctly** – Great care needs to be taken to ensure that stock is stored correctly and in a timely fashion to avoid any unnecessary wastage
- **Deal with damaged or missing goods after delivery** – If any goods are found damaged when inspecting goods, it must be returned to the supplier for either a replacement or credit note. You will need to notify the supplier first before the supplier debits the goods back

If goods are missing from an order and these goods have been invoiced, it is your responsibility to inform the supplier immediately to either receive a replacement or a credit.

It is important to note that these steps need to be followed for all goods received not just food items such as containers, chemicals, etc.

## Detailed Incoming Goods Procedures

### Laws about storing/receiving food

There are laws that set standards for receiving and storing food to ensure that the products remain safe to eat.

**The Food Act** – This Act sets a minimum standard for storage of food and hygienic food handling processes.

**Australia New Zealand Food Standards Code (ANZFSC)** – The code contains detailed regulations for a food business to operate safely. The Food Act in each State is based on this code.

**Food Safety Program (FSP)** – Food businesses must have a Food Safety Program which shows their practices and procedures. The program requires businesses to record information such as delivery times, food storage temperatures, cleaning schedules etc.

**Environmental Health Officers (EHO)** – Working for local councils to enforce the Food Safety Laws.

It is an offence to:

- Store food at unsafe temperatures
- Have unclean food storage areas
- Not keep the required records.

If the officers are not happy with the food safety and hygiene of a food business, they can issue fines and even close the business.

### Supplies and Storage Areas

Supplies cost food businesses money and must be treated correctly so there is no unnecessary damage,

spoilage or lost.

There are four types of supplies, which must be handled differently. They are as follows:

1. **Frozen Food** – Frozen food must be kept between -15°C and -18°C so the food stays frozen until ready to use. Frozen food must be received frozen hard
2. **Perishable and Semi Perishable Food** – Perishable food should be stored in the refrigerator between 0°C and 5°C
3. **Non-Perishable Food** – Non-perishable foods do not go bad quickly and can be stored in a cool room that is ventilated to avoid dampness
4. **Non-Food Supplies** – Most non-food supplies can be stored in a dry storage area, stored separately to food. Cleaning materials and chemicals must be stored in a separate place away from food.

### Suppliers

Under the Food Standards Code, food businesses need to be sure that supplies they receive are safe to use. Approved Suppliers should be sought after and recorded accordingly in the FSP. In an event of a problem, the supply chain can be easily identified.

### Storage Areas

Upon receipt of goods, they should be put into the correct storage areas quickly to ensure products are kept in good condition. Generally, the storage areas are as follows:

1. Refrigerator – 0°C to 5°C
2. Cool Room – 0°C to 5°C
3. Freezer – -15°C to -18°C
4. Dry Good Storeroom – 15°C to 21°C
5. Chemical Store.

### Storage areas should have:

1. Shelves that can be easily reached and adjustable
2. Enough room so that nothing is stored on the floors
3. Walls, ceilings and floor in good condition, with no cracks where pests or dust can get in
4. Equipment for moving supplies (if necessary) such as ladders, steps, trolleys etc.

### Safe Food Temperatures

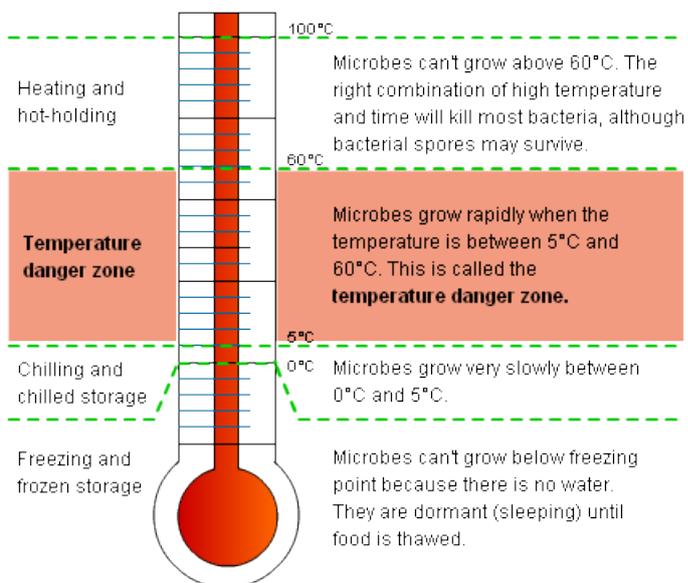
Different Foods need to be kept at different temperatures to ensure that they are safe for people to eat.

## Temperature Log

As per the instructions in your FSP, temperature checks need to be logged for the refrigerated units within the food business.

## Maintaining Storage Areas

All storage areas must be kept clean, at the right temperature and free from pests.



The Storage Area needs to be .....	How can you do this
Clean	<ul style="list-style-type: none"> <li>Sweep and clean after each delivery</li> <li>Remove trip hazards</li> <li>Do not store anything on the floor</li> <li>Keep shelves tidy and orderly</li> <li>Check for defects or damage</li> <li>Clean up any spillages promptly.</li> </ul>
At the right temperatures	<ul style="list-style-type: none"> <li>Check the temperature of cool areas regularly</li> <li>Keep seals around doors clean and report any damage</li> <li>Keep shelves uncluttered so air can circulate well.</li> </ul>
Free from pests	<ul style="list-style-type: none"> <li>Check and report cracks in walls, ceilings or floors</li> <li>Report any signs of pests</li> <li>Clean up food spills promptly</li> <li>Check lids on containers are tight.</li> </ul>

## Receiving Supplies

The basic stages of receiving goods are as follows:

- Prepare for the delivery – Plan ahead and have enough time to check documentation/quality effectively
- Check Documentation:
  - Check and record supplier details – Check the supplier details are exactly the same as on the order form
  - Check Delivery docket against order form – Check the goods listed on the delivery docket are exactly the same as those listed on the order form
  - Check actual delivery against delivery docket – As the goods are unloaded, note the quantity (number, size or weight) and brand of each item. If the items match, tick them off. If they are incorrect, note it on the delivery docket.
- Do temperature checks – Under the Food Safety Code, food businesses must have an accurate thermometer. This needs to be calibrated as per your FSP.
  - Frozen Food – Frozen food must remain frozen, not partly thawed. Frozen food should be at -15°C or lower when delivered.

To check this:

- Feel it, it should be frozen solid, not slightly thawed (melting)
- Check there are no drips around the product
- Put the thermometer between goods, do not stick into them
- Check for freezer burn. This shows as a change of colour and will mean the product has not been packaged correctly.

2. Cold Food – Cold food must be at 5°C or below upon receipt.

High risk items could include the following:

- Meat
  - Poultry
  - Fish
  - Dairy
  - Cooked rice and pasta
- Check quality of goods - Once you have checked the paper work, you need to physically examine the supplies against the Delivery Docket. You must check the following:

Check this		How?
Quantity	Number	Count items
	Weight	Check the weights of products
	Size	Check size specification e.g if the delivery is 400g tin of tomatoes instead of 800g

• Deal with any problems – Problems can include:

- Contaminated food
- Food at incorrect temperature
- Incorrect brands
- Damaged packaging.

These problems must be dealt with quickly. Depending on the procedures in your workplace, you can:

- **Return goods** to the supplier and ask for another product to be sent or accept a credit note OR
- **Accept the goods** because it is incorrect but not unsafe to use or eat.
  - Sign off on delivery.

### Put Goods Away

Goods must be stored away quickly, otherwise:

- Frozen food might thaw
- High risk food could stay in the danger zone too long
- Increased chance of contamination e.g. from dusts, pests etc.
- Goods could block walkways and become trip hazards

Put products away in the following order



1. Frozen Food
2. Perishable Food
3. Semi Perishable Food
4. Non - Perishable Food
5. Non - Food items

### Storage Guidelines

#### First in, First out (FIFO)

Follow the First in, First Out (FIFO) process for all food so that older stock is used before new products. You should:

- Move old stock forward and put the new products behind
- Lift existing stock up and put new products underneath
- Create a new storage area and clearly label
- Read used by or best before dates to decide which items to place at the front
- Clearly label all stock.

**NOTE:**

**USE BY DATE** – If a food product has a “Used By” date and there are no other instructions from the supplier/ manufacturer with respect to storage/usage then the product cannot be used or sold past this date. To ensure safe food practices, always refer to the supplier/manufacturers labelling instructions

**BEST BEFORE DATE** – Food products past the “Best Before” date can still be used but must be checked that it is not damaged, deteriorated or perished.

QMOW are currently reviewing the current Food Safety Program with the end vision of overhauling the 2009 program and making it more efficient and relevant to modern practices.

If you have any questions/queries regarding kitchen operations or any food safety concerns, please contact Nathan Hammond.

**Nathan Hammond**  
*Meal Operations Officer*  
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## QMOW BUSINESS MANAGER GETS BEHIND THE WHEEL AT SPRINGWOOD-ROCHEDALE MEALS ON WHEELS

In the first six months of starting with Queensland Meals on Wheels each new staff member is encouraged to participate in a volunteer meal delivery run with one of our Member Services. Recently, newly appointed Business Manager, Mark Love was given opportunity of spending a morning working at Springwood-Rochedale Meals on Wheels. Mark thoroughly enjoyed the experience and was keen to share his experience with readers as follows:

“I was fortunate to help Springwood-Rochedale Meals on Wheels when they were experiencing a shortage of volunteers. The run was only small, five clients, but it was very much an educational experience on how a Meals on Wheels operations is run.

The coordination by the volunteers and staff in preparing the meals I can only describe as like a well-oiled machine, ensuring every client is delivered a nutritionally balanced meal to their home.

As the delivery driver and being my first run, I wanted to make sure that the clients were given their meal, soup, dessert and juice, or combination they ordered. The clients ranged from those in their own home to those in assisted living.

The last visit was the most interesting as the client invited Rachael, our Volunteer Support Officer, and myself into his home to show us his collection of magnet creations he works on throughout the day. He was

happy and proud that he could show off his work to both Rachael and I.

The overall experience of a meal run was an early reminder of the bigger picture and why services like Meals on Wheels are so important to the most disadvantaged and vulnerable people in the community.”



# CAN-DO BANK DONATES TO STAFFORD MEALS ON WHEELS



Happy to be at the receiving end of a donation from the Commonwealth Bank, Stafford Meals on Wheels President, Jack Pool thanks Stafford City Branch Manager, Mehendhi Shah.

With something always needing replacing, upgrading or fixing, grant applications and raising funds is an ongoing necessity at most Meals on Wheels Services.

Imagine the pleasant surprise Stafford Meals on Wheels President, Jack Pool received when Stafford City Commonwealth Bank Branch Manager, Mehendhi Shah made an unsolicited donation to the Service in the amount of \$500.

“I was a little taken aback when Mehendhi told me the branch wanted to make a donation,” said Jack. “We don’t actually bank with the Commonwealth; when I brought this to the bank manager’s attention he reminded me that many of our clients bank with the Commonwealth and the branch wanted to give something back.”

Mr Pool said he was very appreciative of the generous gesture by the bank and the donation will be put to good use by the Service.



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# TABLELANDS SERVICE CELEBRATES NATIONAL VOLUNTEER WEEK

Atherton Meals on Wheels celebrated National Volunteer week with a special morning tea celebrating its 60 plus volunteers.

President Geoff Jensen said the morning tea was an opportunity to thank the volunteers for their dedication to the Service and their many years of service to the community.

“Today is about thanking those who give their time to help deliver and make food for Meals on Wheels,” he said.

Special guest, Tableland Regional Mayor, Joe Paronella expressed his praise for the work the volunteers performed, stating “I congratulate you all on the work you do for the community.”

The volunteers were presented with a tea towel for the ladies and a torch for the men, in addition to certificate from President Jensen.

Two of the Atherton Meals on Wheels volunteers received a special acknowledgment for their long-term dedication to the Service, with cook/coordinator Patricia Gane thanked for her 15 years of service and volunteer Sven Madsen thanked for his 30 years of service.

A tasty selection of sweet and savoury fare was topped off with a celebratory cake decorated with the Meals on Wheels logo which was cut by Mayor Paronella and Atherton Meals on Wheels volunteers, Colleen and Ron Williams.





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<http://youtu.be/nL0r4qmEjWI>

# GOLD COAST PLAYS HOST TO SENIOR'S EXPO

Thousands of residents eager to learn more about senior services available in the Gold Coast region, flocked to the 2019 Senior's Expo held at the Gold Coast Event Centre in Bundall on June 4-5.

The two-day event showcased dozens of organisations currently providing aged care services in the region, including five Meals on Wheels Services – Broadbeach, Southport, Paradise Point, Palm Beach and Nerang.

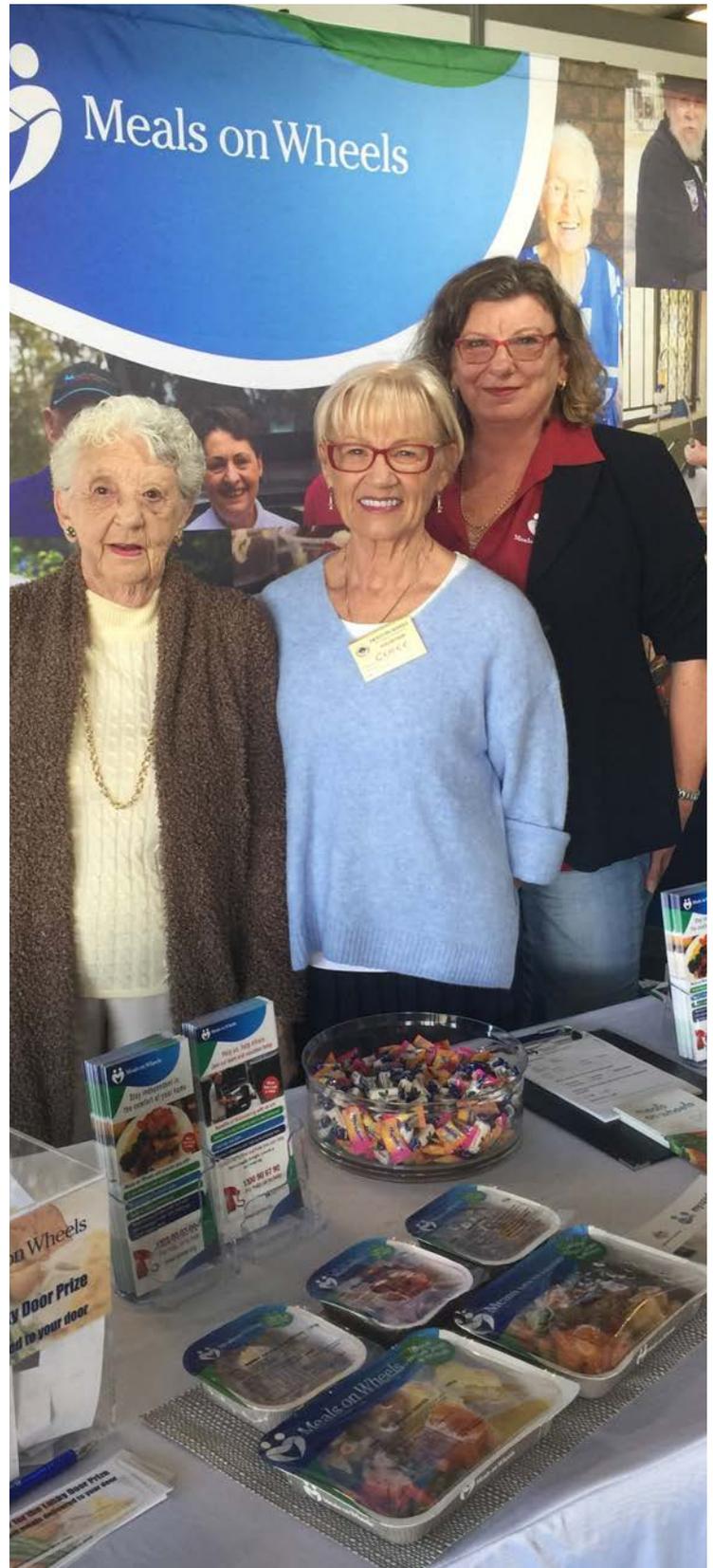
Supported by representatives from Broadbeach and Southport Meals on Wheels Services, staff of Queensland Meals on Wheels promoted meal services and the sector to both expo visitors and service providers.

“Attending the expo gave Broadbeach and Southport Meals on Wheels the opportunity to network with Service Providers as well as educate the public about the many different ways in which we can provide meals services,” said President of Broadbeach Meals on Wheels, Robyn Budd. “Many people aren't aware they are eligible for a subsidy toward the cost of meals or believe it is a service only available to people with high needs. We were able to explain that anybody can get meals and provide information about the different pricing structures.”

Visitors at the event enjoyed on-stage entertainment and talks, as well as participating in games and physical activities, in between gathering information from the various stallholders.

Elanora resident, Elaine Joyce chatted with Meals on Wheels staff about potential meal services and was able to inspect first-hand a selection of tasty meals choices that were on display. “All the meal types looked very appetising,” said Elaine.

President Budd said both Broadbeach and Southport Meals on Wheels would welcome any future opportunity to participate in activities that promoted their Services. “The results from the expo have been great; we have received many enquiries from potential volunteers and clients as well as met with several Service Providers about referring their Home Care Package and NDIS clients to our Services for meal delivery.”



Expo visitor, Elaine Joyce enjoyed talking with Broadbeach Meals on Wheels representatives, volunteer Clare Melnik and President Robyn Budd, about meal services

# CONTINUOUS IMPROVEMENT – ENSURING BEST PRACTICE

It's human nature to learn from our mistakes; we kick our toe on a rock, we'll walk around it next time. We don't write this down to remind ourselves but within our organisations we need to keep a record of these learnings and how we have changed our processes because of these. This process is commonly referred to as Continuous Improvement.

Continuous Improvement is fed from several sources within our organisation. Workplace health and safety audits, quality reviews, food safety audits, hazard/incident reports, complaints and feedback can all inform an organisation's Continuous Improvement. These sources feed the Plan Stage of the cycle. We plan changes to improve the issue, implement the changes, evaluate the changes and, if they are successful, standardise them as practice.



Aged Care Quality and Safety Commission have some great resources to help record your Continuous Improvement journey. They have a great Plan for Continuous Improvement template that could be used to record and monitor all of your improvement activities.

## Example of Plan for Continuous Improvement:



### PLAN FOR CONTINUOUS IMPROVEMENT

Prepared on:	16 May 2019
Updated on:	28 May 2019

RACS/Commission ID:	
Service name:	
Provider name:	

*When deciding on an action plan, you should consider how you will measure the improvement to the care and services provided, the outcomes for care recipients/aged care consumers, and the sustainability of the action. There are resources available on our website that may provide information to assist you, such as the Results and Processes Guide (residential aged care), Practices and Process Guide (home care) and Quality Review Guidelines and the National Aboriginal and Torres Strait Islander Flexible Aged Care Program Quality Review Guidelines.*

Date	Related Standard	Issues identified <i>Include source for example, care recipient/aged care consumer relative meeting, internal audit</i>	Planned action <i>This must include actions, tasks and person responsible for implementing the improvement</i>	Person responsible	Planned completion date	Outcomes <i>This includes the results, achievement, impact, what you have measured</i>
16/05/19	1.2	The service does not have effective monitoring processes to identify and ensure compliance with funded guidelines, relevant legislation and regulatory requirements.	A review of current procedures will look at the monitoring processes in place and be updated to reflect specific timeframes for the running of reports from the Meal Management Program, Polixen, to ensure currency is maintained.	Joe Smith	Next Committee meeting	27 May - Joe Smith has taken unexpected extended leave as of 17 May after the audit took place on 15 May. Mary Joans, administration officer and Danielle Bob are currently working together to undertake this action.
			Expired Document reports for Police Checks, Vehicle Registrations and Driver's Licence will be run weekly to ensure those records still outstanding are contacted personally to ensure appropriate	Mary Joans	Ongoing	This action will continue until such time as the reports show all are current.



Date	Related Standard	Issues identified <i>Include source for example, care recipient/aged care consumer relative meeting, internal audit</i>	Planned action <i>This must include actions, tasks and person responsible for implementing the improvement</i>	Person responsible	Planned completion date	Outcomes <i>This includes the results, achievement, impact, what you have measured</i>
			actions as stated below have been undertaken by the volunteer and followed up by management.			
16/05/19	1.2	The service does not have effective processes for monitoring the currency of police checks.	All volunteer records were reviewed for the currency of their police check.	Danielle Bob	16 May	All records have been checked and actioned as per below planned actions.

We are more than willing to help services with their Continuous Improvement Process at any time.

Source: <https://www.agedcarequality.gov.au/providers/assessment-processes/continuous-improvement>

**Rachael Speechley**  
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# 2020 CALENDARS

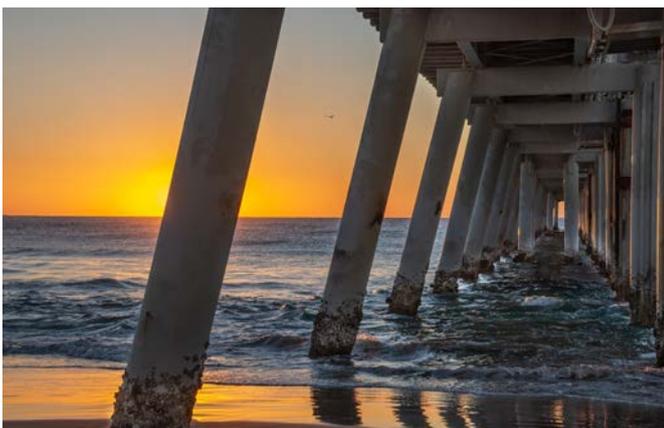
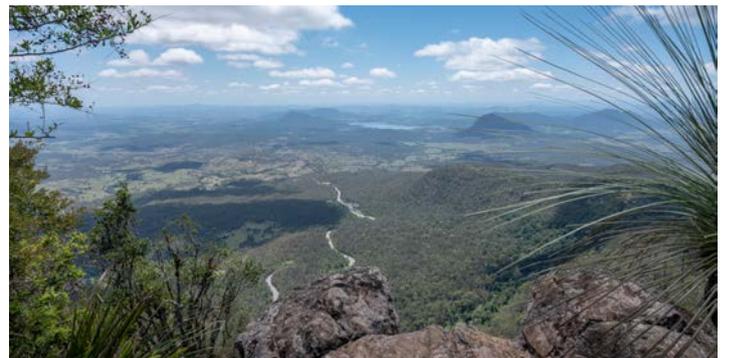
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## BEAUTIFUL QUEENSLAND.....

Our 2020 calendars will once again display more beautiful images from the contributing photographers of the 2019 Generic and Personalised Queensland Meals on Wheelscalendar. Below is a preview of some of the photographs we will be using in the 2020 Calendar.

If you are planning to have a Fully Customised or Personalised calendar for 2020, you only have until the end of this month (30 June) to get your photos sent in. Generic Calendars orders may be made up to 30 November 2019.

A pull out order form (opposite page) has been included in this CUSTOS edition. If you require another form please email Odette at [aso@QMOW.org](mailto:aso@QMOW.org)





Calendar Type	Order Deadline <i>No extensions will be permitted</i>	Price including GST	Quantity Ordered
<b>Generic Calendar</b> <ul style="list-style-type: none"> <li>• QMOW sourced photos</li> <li>• MOW Service logo</li> </ul>	• 1300 phone number 30 November	\$3.50	
<b>Personalised Calendar</b> <ul style="list-style-type: none"> <li>• MOW Service contact details</li> <li>• QMOW sourced photos</li> </ul>	• 1300 phone number • MOW Service logo 30 June	0 - 99 \$4.35 100 - 250 \$4.00 251 plus \$3.85	
<b>Fully Customised Calendar - <i>see note below</i></b> <ul style="list-style-type: none"> <li>• MOW own photos</li> <li>• MOW Service contact details</li> </ul>	• 1300 phone number • MOW Service logo 30 June	0 - 99 \$5.20 100 - 250 \$4.65 251 plus \$4.35	
<b>NB:</b> Photos must be print ready with an aspect ratio of 9:5 (27cm x 15cm final print size), of a high resolution (1mb or higher) and greater than 300dpi. Any editing of photos may incur an additional charge.			
<i>Prices above apply per order placed</i>			

**Service Details for Personalised and Fully Customised Calendars**  
*(these details will be printed on your calendar)*

Name of MOW Service \_\_\_\_\_

Address \_\_\_\_\_

Postal Address \_\_\_\_\_  
*(If required)*

Phone \_\_\_\_\_ Mobile \_\_\_\_\_ Fax \_\_\_\_\_

Email \_\_\_\_\_ Web \_\_\_\_\_

Hours \_\_\_\_\_  
*(days and time - if required)*

**Contact Details - *person coordinating calendar***

Name \_\_\_\_\_

Phone \_\_\_\_\_

Address for delivery \_\_\_\_\_

Address / email for invoicing \_\_\_\_\_



QMOW OFFICE USE ONLY	
Date photos received	Date sent to RP
Date proof sent	Date returned RP
	Postage cost
	Date posted / couriered / collected
Date approved	Postage / Courier Ref # / Taken by
Date printed	Date Invoiced

Tear out order form

## 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 5588 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.

# RHQ

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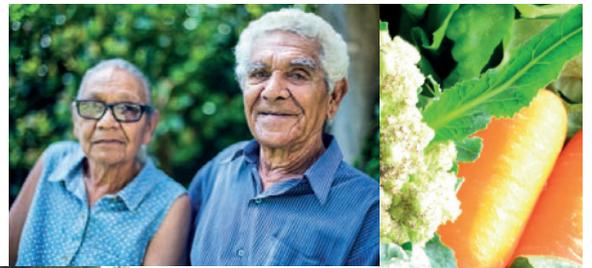
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# 1300 90 97 90

For help, or to help

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