

CUSTOS

Vol. 42 No. 1
March 2019



**FLOODS BRING SPECIAL MEAL DELIVERY
FROM SES VOLUNTEERS** - READ THE STORY ON PAGE 32



Meals on Wheels
Queensland



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

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CHAIRPERSON'S REPORT

MARCH 2019



As this edition of Custos goes to press we find ourselves six months out from a Queensland Meals on Wheels Board of Directors election. When Queensland Meals on Wheels changed from an Incorporated Association to a Company Limited by Guarantee, one of the benefits envisaged was the ability to improve the skill/experience level on the Board. Previously, only Meals on Wheels Service Members could be nominated for positions on the Board; however with a Company Limited by Guarantee nominees do not need to be Meals on Wheels Service Members but must be nominated by a Queensland Meals on Wheels Service. This is a really good opportunity to expand the knowledge, skillset and currency of the Queensland Meals on Wheels Ltd Board membership. Services are now able to nominate members of their communities with Legal, Not for Profit, Governance and Financial experience that would prove very valuable to the Queensland Meals on Wheels Ltd Board. The Queensland Meals on Wheels Ltd Constitution also introduced annual elections to avoid the possibility of a 100% change to the Board Membership.

It should also be noted that at last year's AGM, whilst there were four vacancies on the Board, only two nominations were received and consequently an election was not needed. I sincerely urge Services to ensure that this apparent apathy does not happen this

year. I am inclined to think that the situation I have just described came about due to a lack of understanding of a new system and that Queensland Meals on Wheels Services, staff, volunteers and clients can look forward to a fully elected Board.

Without leaving the topic of elections, there is another very important event on the horizon for this fair country of Australia. It is the coming Federal Election. This gives Meals on Wheels a wonderful opportunity to lobby not just statewide but also at a national level. Whilst Meals on Wheels Services in Queensland were happy to receive an increase in funding to \$4.70 it was never seen as the endgame, but just a step in the right direction. Queensland, and other States, is still lagging behind New South Wales (\$7.70) in funding. Meals on Wheels Australia has been lobbying at a Federal level for some time for more equitable funding for the States. In the coming weeks the Meals on Wheels Election Manifesto will be released and distributed to all Meals on Wheels Services in Australia. Among other items on the list is an equitable funding level of \$9.75 per meal. This document will enable all Meals on Wheels to sing from the same song sheet at a national level. The manifesto should be given to ALL candidates, not just your favourite pollie. Do not forget that in the current Australian political climate minor parties can be very influential. Let us hope that our collective is heard and acted upon.

A handwritten signature in black ink, appearing to read 'Tony Charlesworth', written over a horizontal line.

Tony Charlesworth
Chairperson
Queensland Meals on Wheels
Service Ltd

INTERIM STATE MANAGER'S REPORT

MARCH 2019

I think one of the first tasks I was given when I arrived at QMOW was to sign off on the December Custos and here it is time for the March edition already. I learned very quickly in my professional career that effective communication and placing importance on building strong relationships are very much the keys to success, so I trust you find the first Custos for 2019 both informative and beneficial to you as a valued member of the Meals on Wheels community.

I appreciate, being new to the MOW network, there is very much a great deal to learn and I am grateful to the support of the Board and staff of QMOW, together with the encouragement from the Member Services I have had the pleasure to engage with over the last three months. I have found my background in government has been very useful in coming to terms with the funding agreements and policy environment impacting clients and Services. Although I will confess it does take some time getting used to being on the other side of the table from government officials and representatives.

On a personal level, I have been married for nearing 20 years and am the proud father of four children ranging in age from 10 – 15 (with twin boys aged 13 in the middle there). I spend much of my free time taking my boys to their cricket and soccer commitments and the girls to their dancing and musical theatre lessons with Brisbane Dance Theatre. I also still find the time to play over 45s soccer (not well) which has been an interesting introduction to the ageing process – particularly my hamstrings. I also spend as much time as possible with my father who is the grand age of 91 and continues to live in the family home and, of course, is fiercely independent. He continues to swing a golf club well and enjoys ballroom dancing once a week, so his social life is far more active than mine.

To share more on my professional background, I come to QMOW with 29 years experience with the Queensland public sector. My first role was working in payroll for TAFE which provided an excellent grounding in administration and customer experience. Through the years I worked in many different roles which led me to achieving the position of Deputy Director-General with my last two roles being with the Department of Science, IT and Innovation and the Department of Agriculture and Fisheries. One of my standout career highlights was as Executive Director within Arts Queensland where I was accountable for the Queensland Cultural Precinct at South Bank. As well as being an absolute privilege to be a part of Queensland's



iconic arts and cultural institutions, it provided excellent experience in enabling successful outcomes for other organisations.

The team here at QMOW are very much focussed on aligning our services to the needs of the Member Services and in alignment to the QMOW Strategic Plan. One of the first actions we have taken this year is to establish a forward program of sector support sessions where we will be out and about across the State creating opportunity for dialogue and educational opportunities with Member Services on a range of topical issues such as government funding, partnerships, volunteer strategies and governance. We intend to provide you with a good variety of individual meetings, smaller conversational sessions and the larger collaborative forums. All of this will be part of our ongoing program of work through our Activity Work Plan. I encourage you to attend as the opportunities arise.

If we don't have the opportunity to catch up beforehand, I hope to meet with you at the General Meeting at Rydges South Bank on 26 March, where I look forward to sharing with you further the QMOW Work Plan and hearing directly from you.

Evan Hill
Interim State Manager
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P | 3205 5588

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



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SANTA'S LITTLE HELPER SPREADS CHRISTMAS CHEER TO CROWS NEST CLIENTS

Delivering Christmas cheer as well as a hot meal over the festive season, long serving Crows Nest volunteer, Libbie Birt donned a Santa hat and an extra wide, beaming smile during her Christmas Eve meal run.

"The clients really enjoy a little bit of fun," says Libbie. "When they saw me arriving with their meals wearing a Santa hat, it brought a smile to their faces."

Volunteering at the Service with her husband Brian, for the past 14 years, Libbie says the decision to volunteer with Meals on Wheels was an easy one to make. "Our parents used to receive Meals on Wheels; while they have now passed on, we were able to witness firsthand how important the service is in supporting elderly people and their families. Once the children left home and we had more free time on our hands, we decided to give back to the community through volunteering with Meals on Wheels."



Dressing up for her Christmas Eve delivery, Libbie is set to spread some cheer

Crows Nest Secretary, Claudette Prodger says Libbie's bubbly personality makes her a favourite amongst the clients. "She is just the loveliest person and she passes on her happiness to the clients."

Libbie says that while her and husband, volunteer once a month, they remain on call for any staffing emergencies. "That's the way all the volunteers here at Crows Nest Meals on Wheels work; we all support each other."

While her clients look forward to receiving their hot meal delivery, Libbie says that sharing a joke and a laugh, as well as a good chin wag, can significantly brighten a client's day. "We sometimes may encounter a client who is a little serious or not in a good mood. It is so rewarding to see how our visit can turn that around and leave them smiling."

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Aged Care Quality Standards OLD vs NEW

How do the New Aged Care Quality Standards and the Home Care Common Standards cross over?

We have devised a reference document to help you follow the transition to the New Aged Care Quality Standards from the Home Care Common Standards. This document has been devised for a Meals at Home service only and therefore Standards 3 and 5 of the New Aged Care Quality Standard do not apply. For Member Services who are funded to provide other service types, please be aware that Standard 3 and 5 could apply to your organisation.

Aged Care Quality Standards	Home Care Common Standards
<p>Standard 1 - Consumer dignity and choice</p> <p>Consumer outcome: (1) I am treated with dignity and respect, and can maintain my identity. I can make informed choices about my care and services, and live the life I choose.</p> <p>Organisation statement: (2) The organisation: (a) has a culture of inclusion and respect for consumers; and (b) supports consumers to exercise choice and independence; and (c) respects consumers' privacy.</p>	<p>2.1 Service access Each service user's access to services is based on consultation with the service user (and/or their representative), equity, consideration of available resources and program eligibility.</p> <p>3.1 Information provision Each service user, or prospective service user, is provided with information (initially and on an ongoing basis) in a format appropriate to their needs to assist them to make service choices and gain an understanding of the services available to them and their rights and responsibilities.</p> <p>3.2 Privacy and confidentiality Each service user's right to privacy, dignity and confidentiality is respected including in the collection, use and disclosure of personal information.</p> <p>3.3 Complaints and service user feedback Complaints and service user feedback are dealt with fairly, promptly, confidentially and without retribution.</p> <p>3.4 Advocacy Each service user's (and/or their representative's) choice of advocate is respected by the service provider and the service provider will, if required, assist the service user (and/or their representative) to access an advocate.</p> <p>3.5 Independence The independence of service users is supported, fostered and encouraged.</p>
<p>Standard 2 - Ongoing assessment and planning with consumers</p> <p>Consumer outcome: (1) I am a partner in ongoing assessment and planning that helps me get the care and services I need for my health and well-being.</p> <p>Organisation statement: (2) The organisation undertakes initial and ongoing assessment and planning for care and services in partnership with the consumer. Assessment and planning has a focus on optimising health and well-being in accordance with the consumer's needs, goals and preferences.</p>	<p>2.2 Assessment Each service user participates in an assessment appropriate to the complexity of their needs and with consideration of their cultural and linguistic diversity.</p> <p>2.3 Care plan development and delivery Each service user and/or their representative, participates in the development of a care/service plan that is based on assessed needs and is provided with the care and/or services described in their plan.</p> <p>2.4 Service user reassessment Each service user's needs are monitored and regularly reassessed taking into account any relevant program guidelines and in accordance with the complexity of the service user's needs. Each service user's care/service plans are reviewed in consultation with them.</p> <p>2.5 Service user referral The service provider refers service users (and/or their representative) to other providers as appropriate.</p>
<p>Standard 3 – Does not apply</p>	

<p>Standard 4 Services and supports for daily living</p> <p>Consumer outcome: (1) I am a partner in ongoing assessment and planning that helps me get the care and services I need for my health and well-being.</p> <p>Organisation statement: (2) The organisation provides safe and effective services and supports for daily living that optimise the consumer's independence, health, well-being and quality of life.</p>	<p>2.1 Service access Each service user's access to services is based on consultation with the service user (and/or their representative), equity, consideration of available resources and program eligibility.</p> <p>2.3 Care plan development and delivery Each service user and/or their representative, participates in the development of a care/service plan that is based on assessed needs and is provided with the care and/or services described in their plan.</p> <p>2.4 Service user reassessment Each service user's needs are monitored and regularly reassessed taking into account any relevant program guidelines and in accordance with the complexity of the service user's needs. Each service user's care/service plans are reviewed in consultation with them.</p> <p>2.5 Service user referral The service provider refers service users (and/or their representative) to other providers as appropriate.</p> <p>3.1 Information provision Each service user, or prospective service user, is provided with information (initially and on an ongoing basis) in a format appropriate to their needs to assist them to make service choices and gain an understanding of the services available to them and their rights and responsibilities.</p> <p>3.5 Independence The independence of service users is supported, fostered and encouraged.</p>
<p>Standard 5 – Does not apply</p>	
<p>Standard 6 Feedback and complaints</p> <p>Consumer outcome: (1) I feel safe and am encouraged and supported to give feedback and make complaints. I am engaged in processes to address my feedback and complaints, and appropriate action is taken.</p> <p>Organisation statement: (2) The organisation regularly seeks input and feedback from consumers, carers, the workforce and others and uses the input and feedback to inform continuous improvements for individual consumers and the whole organisation.</p>	<p>1.6 Risk management The service provider is actively working to identify and address potential risk, to ensure the safety of service users, staff and the organisation.</p> <p>3.1 Information provision Each service user, or prospective service user, is provided with information (initially and on an ongoing basis) in a format appropriate to their needs to assist them to make service choices and gain an understanding of the services available to them and their rights and responsibilities.</p> <p>3.2 Privacy and confidentiality Each service user's right to privacy, dignity and confidentiality is respected including in the collection, use and disclosure of personal information.</p> <p>3.3 Complaints and service user feedback Complaints and service user feedback are dealt with fairly, promptly, confidentially and without retribution.</p> <p>3.4 Advocacy Each service user's (and/or their representative's) choice of advocate is respected by the service provider and the service provider will, if required, assist the service user (and/or their representative) to access an advocate.</p>
<p>Standard 7 Human Resources</p> <p>Consumer outcome: (1) I get quality care and services when I need them from people who are knowledgeable, capable and caring.</p>	<p>1.7 Human resource management The service provider manages human resources to ensure that adequate numbers of appropriately skilled and trained staff/volunteers are available for the safe delivery of care and services to service users.</p>

<p>Organisation statement: (2) The organisation has a workforce that is sufficient, and is skilled and qualified to provide safe, respectful and quality care and services.</p>	<p>1.8 Physical resources The service provider manages physical resources to ensure the safe delivery of care and services to service users and organisation personnel.</p> <p>2.2 Assessment Each service user participates in an assessment appropriate to the complexity of their needs and with consideration of their cultural and linguistic diversity.</p> <p>2.3 Care plan development and delivery Each service user and/or their representative, participates in the development of a care/service plan that is based on assessed needs and is provided with the care and/or services described in their plan.</p> <p>3.5 Independence The independence of service users is supported, fostered and encouraged.</p>
<p>Standard 8 Organisational governance</p> <p>Consumer outcome: (2) I am confident the organisation is well run. I can partner in improving the delivery of care and services.</p> <p>Organisation statement: (2) The organisation's governing body is accountable for the delivery of safe and quality care and services.</p>	<p>1.1 Corporate governance The service provider has implemented corporate governance processes that are accountable to stakeholders.</p> <p>1.2 Regulatory compliance The service provider has systems in place to identify and ensure compliance with funded program guidelines, relevant legislation, regulatory requirements and professional standards.</p> <p>1.3 Information management systems The service provider has effective information management systems in place.</p> <p>1.4 Community understanding and engagement The service provider understands and engages with the community in which it operates and reflects this in service planning and development.</p> <p>1.5 Continuous improvement The service provider actively pursues and demonstrates continuous improvement in all aspects of service management and delivery.</p> <p>1.6 Risk management The service provider is actively working to identify and address potential risk, to ensure the safety of service users, staff and the organisation.</p> <p>1.7 Human resource management The service provider manages human resources to ensure that adequate numbers of appropriately skilled and trained staff/volunteers are available for the safe delivery of care and services to service users.</p> <p>1.8 Physical resources The service provider manages physical resources to ensure the safe delivery of care and services to service users and organisation personnel.</p> <p>2.3 Care plan development and delivery Each service user and/or their representative, participates in the development of a care/service plan that is based on assessed needs and is provided with the care and/or services described in their plan.</p> <p>3.1 Information provision Each service user, or prospective service user, is provided with information (initially and on an ongoing basis) in a format appropriate to their needs to assist them to make service choices and gain an understanding of the services available to them and their rights and responsibilities.</p> <p>3.3 Complaints and service user feedback Complaints and service user feedback are dealt with fairly, promptly, confidentially and without retribution.</p> <p>3.4 Advocacy Each service user's (and/or their representative's) choice of advocate is respected by the service provider and the service provider will, if required, assist the service user (and/or their representative) to access an advocate.</p> <p>3.5 Independence The independence of service users is supported, fostered and encouraged.</p>



Centenary Meals on Wheels Celebrate 30 years



Centenary Meals on Wheels celebrated 30 years of service to the community with a special anniversary luncheon held at the Monier Hotel in Darra on Sunday 17 February.

Over 60 clients, volunteers, life members and specials guests celebrated the occasion with a three-course luncheon, along with lucky door prizes and Service Recognition Awards.

Special guests included Jess Pugh, Member for Mounty Ommaney; Evan Hill, Interim State Manager, Queensland Meals on Wheels; Barry and Annette Lack, longest serving volunteers; Wilma Johnson, longest serving delivery volunteer; Jack Price, longest client and volunteer since 2013; Cheryl Williams, Centenary Suburbs RSL sub-branch; and Sue Lapworth, QLD Cake Decorators Association.

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

Well Christmas has come and gone, the New Year is well underway and Easter is not far around the corner. Wow, time flies when you are having fun. I hope that you all had a wonderful Christmas, a relaxing New Year with some down time over the festive season, and your 2019 has started well.

Recently, I have had the pleasure of visiting many Meals on Wheels Services, including Caboolture (the winners of my crossword challenge late last year), Nambour, Boyne Tannum for my first visit, Bribie Island and Tewantin Services, 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 Thursday Island, Cairns, Yeppoon in Central Queensland, west out to Emerald and south to the Gold Coast, as well as in and around Brisbane, and the Sunshine Coast.

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”

A new year yes, but food recalls remain active. Here are a few of recent note relating to microbial contamination and foreign body contamination:

03/01/19 – Modern Spicy Beer Nuts – due to foreign body contamination (glass fragments)

21/12/18 – Vic’s Meats Christmas Hams – recalled due to Listeria contamination

05/12/18 – Nuts – due to foreign matter contamination (metal fragments)



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



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

INTERNAL REVIEWING & VERIFICATION

I want to touch on the importance of internally reviewing your food operation as it remains one of the recurring areas of required improvement I see wherever I go. This is your weekly, monthly, quarterly or annual review (as required by your food safety program). This includes, and most importantly, a thorough review of all your completed food safety program record forms. This process is designed to find the errors and omissions in your day to day and week to week record forms, and it is imperative that you do so.

This review process is not designed to be a tick and flick exercise and it is not required to be reflective of 100% compliance – if it is then you haven't checked your records thoroughly enough! No one is perfect and we can always do things better.

Time and time again I see this form simply being ticked off to show 100% compliance, and then finding that there are missing records and records not being maintained. These NEED to be identified in your review process. You should also record as many positive comments about your observations in the food handling areas as part of this review. Comments such as: observing staff member washing hands as per FSP procedure, etc etc. These are all good observations to record as they demonstrate staff skills and knowledge on food safety matters.

Next time you are doing your internal reviewing, remember that this process is an important step to improving your audit results. You could/should also do your reviews with a second person to ensure you are doing them with the right amount of attention to detail to identify all the anomalies in your records. It is far better that you find them, than your auditor! Document everything and take corrective actions where necessary and you are on your way to better audit results!



THIS EDITION'S FOOD QUIZ

True / False Statements

Circle T if it's a true statement or F if you disagree

1. Staff who are suffering with a food borne illness must leave the premises and inform their supervisor when they are ready to come back to work.
2. Staff with insufficient understanding of hygiene practices may contribute to hygiene hazards.
3. After leaving a toilet, hands must be washed first, the re-washed when entering food or beverage preparation areas.
4. Tea towels and dishcloths are to be used to dry dishes.
5. Loose clothing can be potential sources for cross contamination.
6. Food ready for service must be handled with gloves or service tools only.
7. Food must be cooked to at least 50 ° Celsius.
8. Frequent evaluation of standard hygiene procedures will ensure improved quality standards.
9. Once food is cooked, it is safe from the possibility of bacterial contamination.
10. Any food item that is stored in a fridge must be covered, labelled and stored in "food grade" containers.

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

ANSWERS TO THE STAFF EDUCATION QUIZ IN THE DECEMBER 2018 CUSTOS

1. I must wear gloves when preparing food that is to be served because **I MUST MINIMISE CONTACT WITH FOOD / HANDS ARE A SOURCE OF CROSS CONTAMINATION**
2. I can reheat fresh food **ONCE ONLY** as long as I am sure it has **NEVER BEEN REHEATED**
3. I must wear **A BAND AID / WOUND COVERING / RUBBER GLOVE** if I have a cut or open **WOUND**
4. The temperature danger zone is **5.0 DEG TO 60.0 DEG**
5. The High Danger Zone is **20.0 DEG TO 45.0 DEG**
6. I must defrost frozen food **IN A MICROWAVE** or **IN THE FRIDGE** , but never **ON THE BENCH**
7. **I MUST NOT** go to work if I have a gastric disorder or if I am **SICK / UNWELL**
8. If I have to cool down 30L soup, I must break it down into **SMALLER AMOUNTS**
9. I **MUST NEVER** use the same cutting board for raw food then prepare cooked food, without washing the board using **DETERGEANT AND SANITISER**, without washing the **KNIFE / BENCH** and my hands.
10. **SDS** forms are the documents that give me relevant information of what to do in the event of a spill or ingestion of a chemical being used in the workplace. They should always be located **IN THE KITCHEN / WHERE THE CHEMICALS ARE STORED / ACCESSABLE**

BUG OF THE MONTH . . . STAPHYLOCOCCUS AUREUS

About half of us carry this organism in our skin and nasal passages. If you have an infected cut or sore, it can contain large numbers of Staph. Keep any cuts or sores well covered if you are handling foods.

Incubation Period:

2 – 4 hours usually, but a range of 1-6 hours.

Symptoms of illness:

Sudden onset of nausea, vomiting, abdominal cramps and diarrhoea. Lasting for up to 3 days.

Food Sources:

Staphylococcus Aureus grow well in cooked foods in which normal flora has been killed or inhibited (e.g. cooked, cured or salted meats). Foods high in protein, sugar or salt, or food with moist fillings are particularly susceptible (e.g. meat and meat products, poultry, dairy products, cream sauces, custards and cream-filled bakery products). Improper temperature storage of foods and poor personal hygiene of food handlers are main contributing factors.

Suggested Control Measures:

Excellent personal hygiene, food service gloves, reduce storage times of cooked foods, fully cook foods. Washing hands thoroughly with soap and water before preparing food. Stay away from any food if ill, and wear gloves if any open wounds occur on hands or wrists while preparing food.

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

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/subscriptionservice.aspx>

Food Safety Information Council

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

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.

**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.*

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 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

W | www.thechefsolution.com



Follow me on Facebook

'The Chef Solution'

SPOTLIGHT ON ... DAVID MCKENDRY

*Delivering meals all part of the service for
Atherton Meals on Wheels chef*



Atherton Meals on Wheels chef, David McKendry loads up his car for his regular meal delivery run to Yungaburra

Getting to know the clients he prepares meals for, is a high priority for Atherton Meals on Wheels' chef, David McKendry. Not only does this talented chef run the kitchen at the popular Tablelands service, he also has a regular meal delivery run three days per week and makes a point of filling in on other runs every couple of months to ensure he gets to personally meet with clients.

"I believe it is important to have a face to face conversation with our clients, which is why I deliver," says David. "It can be a positive experience for the clients to meet the person who is preparing their meals and to have an opportunity to provide feedback. And, of course, helpful for me to check how clients are enjoying their meals and learn if there is anything I can be doing differently."

An Atherton Tablelands local for the past 20 years, David has been working at Atherton Meals on Wheels for the past two years and says he appreciates how the job gives him an opportunity to do what he enjoys as well as concentrate on other interests. "Apart from working at

Atherton Meals on Wheels three days per week, I run a cattle farm and grow Christmas trees," he says.

While it is hard to believe this busy dad of three would find time for any further commitments, David also operates a successful catering business, undertaking up to 40 weddings per year as well as private functions. "Having weekends off gives me plenty of time for both the catering business and the farm," says David. "Prior to working at Meals on Wheels, I leased a restaurant in Tinaroo for a number of years and have past experience working in pubs, clubs and restaurants during the past 20 years of my cooking career."

David says one of the best aspects of running a kitchen in the Atherton Tablelands is the easy access to plenty of good quality, fresh produce. "We try to use local ingredients as much as we can and regularly receive donations of locally grown produce direct from farmers, including potatoes, corn and sweet potato.

A frustrated baker at heart, David treats the clients of Atherton Meals on Wheels with a different flavour of bread each service day to accompany soup deliveries, including pumpkin, cheese and onion, focaccia and herb breads."

"Developing a menu that suits all palates and dietary requirements can sometimes be a little tricky, however I am lucky to have a good team in the kitchen," says David. "We have recently introduced a four-choice menu selection, in addition to a frozen selection, and it is working well."

While stepping into a role that was held by the previous chef for 23 years initially took a little adjusting, David says he "enjoys the diversity of the people and appreciates how all the volunteers are willing to learn and have a go."

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

Please contact Lisa Lowe on P | 3205 5588 or E | msc@qmow.org to discuss.

CELEBRATING OUR VOLUNTEERS

Name: Wilma Johnson

Age: 93 years

Currently volunteering at: Centenary Meals on Wheels

Position: Delivery Volunteer

Years of Service: My journey with Meals on Wheels started in 1976 when I joined Coolum Meals on Wheels. I stayed with the Service until 1998 and then, following a four-year break, I joined Centenary Meals on Wheels in 2002.

Favourite Memories: During my time at Coolum Meals on Wheels, I worked with two other volunteer cooks in the kitchen. Our day started at 7.45am and finished once all the delivery drivers were in and the cleaning up was done. Each morning we would prepare all the vegetables and serve meals for 22 clients, with the meat and soups having already been started for us. We created a different dessert each day, with the decision as to what to make being decided by what was in the pantry that day. Jam Roly Poly was a favourite to cook as we usually had the ingredients, however if we were short of anything, someone would have to go to the shops to buy what was needed before we could start.

Over the years, I have seen many changes to the service of Meals on Wheels – it is much easier these days compared to years ago.

Best thing about volunteering: Volunteering with Meals on Wheels keeps me active and gives me an opportunity to spend time with my daughter Barb, who is my delivery partner.



HOLLAND PARK CLIENT CELEBRATES 100 YEARS



Holland Park Meals on Wheels volunteers, Helen and Ruth, presented Barbara with a beautiful bouquet of flowers in celebration of her 100th birthday

Treasured Holland Park Meals on Wheels client, Barbara Bryce, celebrated her 100th birthday this past February, and staff and volunteers of the Service couldn't let the day pass without brightening Barbara's day with a special delivery of flowers.

Born in the country town of Allora in 1919, Barbara is a Queenslander through and through, having attended school in Milton and finishing her education at Brisbane Girls Grammar. Prior to WW2, Barbara worked in a solicitor's office, however, went on to serve the government in Customs House during the war years.

It was during this time that Barbara met and married her husband. The newlyweds purchased a home in 1942, however Barbara had the responsibility of managing the move into the new house on her own, as her husband was serving overseas at the time. The couple were blessed with two sons and Barbara still resides in the same house with her eldest son.

Holland Park Meals on Wheels Manager, Megan Beraldo, said the Service is proud to count the centenarian as their client, and have been delivering meals to her since 2009. "We are so glad we could celebrate with Barbara on her birthday, she is an incredible woman."

LUNCHEON CELEBRATES THE GENEROSITY OF VOLUNTEERS AT CLIFTON MEALS ON WHEELS



There was plenty of fun to be had when Clifton Meals on Wheels held their Annual Volunteer Luncheon and end of year celebrations last November, wrapping up another successful year of supporting clients in the Clifton region.

Over 40 volunteers joined with committee members at the Club Hotel in King Street, where volunteers were thanked for their contributions to the Service and the community.

“The Annual Volunteer Luncheon is the only time that all the volunteers get to see each other in the one place,” said Clifton Meals on Wheels Treasurer, Dave Burns. “The volunteers work in pairs and are rostered on once every four weeks; although they see the other volunteer names listed on the rosters, the luncheon may be for the first opportunity they can put a face to a name.”

Mr Burns said all their volunteers were very supportive of both the Service and each other, with rostering never an issue. “If a volunteer can’t make a shift for any reason, there is always someone ready to step into that spot.

Many of the Service’s volunteers have found their way to Clifton Meals on Wheels through their association



Photos courtesy of The Clifton Courier

with the local bowls and tennis clubs or churches, where volunteers who are members of these organisations are quick to spread the word about the benefits of volunteering with Meals on Wheels. “When new people move to town, they will invariably join one of the local clubs or churches; the positive talk helps bring in new volunteers who are keen to meet the locals through getting involved in the community,” said Dave.

The luncheon venue, The Club Hotel, is a long supporter of Clifton Meals on Wheels with proceeds from a weekly raffle conducted at the hotel donated to the Service every couple of months. “We always hold our volunteer luncheon at the Club Hotel as a mark of appreciation for their ongoing support.”

Over the last two years, organisers have created colour coded name tags for volunteers to wear at the luncheon, with Dave explaining that the colours corresponded to which day of the week volunteers worked at the Service. “A blue name tag may denote that the volunteer works on a Monday, green may mean a Tuesday, and so on. It is a great conversation starter for the volunteers as a way of introducing themselves to other same day volunteers, and furthermore, helps build positive relationships should a volunteer need to contact another regarding swapping or covering a roster shift.”

Dave said the Annual Volunteer Luncheon created the perfect opportunity for the committee to start planning the following year’s roster. “We ask all the volunteers to alert us if anyone is considering retiring from the volunteer roles or would like to change their volunteering day. By December we are ready to distribute the following year’s roster, which assists our volunteers with planning holidays and family or personal commitments.”

Local newspaper, The Clifton Courier, supports the Service through publishing the yearly roster on the last Wednesday of each month, at no cost.

“Our clients, as well as the volunteers, cut the roster out of the paper and use it as a way of keeping track of who will be working on that day. I remember an occasion when I visited a client for the first time, and she greeted me by name. I was a little confused as I was sure I had never met her before. When I visited the next month, she greeted me by name again. I asked her how she knew I was coming, and she explained she had read it in the paper.”

Clifton Meals on Wheels commenced operations in 1982 with the delivery of two meals; today, that number has grown to a yearly distribution of over 1,600 meals to a client base of 11 and delivered with the generous support of over 50 volunteers.

HAND-CRAFTED PLACEMATS BRIGHTEN MEAL TIME FOR MOUNT MORGAN CLIENTS

It will be fine dining all the way for clients of Mount Morgan Meals on Wheels, who are now enjoying their meal-time fare served upon original, handcrafted placemats that have been lovingly stitched by Bouldercombe Arts and Craft ladies.

Secretary of Mount Morgan Meals on Wheels, Jean Morgenstern, said their clients were delighted with the Christmas donation and praised the ladies’ group for their kindness.

“It was a lovely gift” said Jean, “and the perfect way to wrap up another successful year at the Service.”

Mount Morgan Meals on Wheels will celebrate 50 years of serving the community of Mount Morgan in October this year.



President of Mount Morgan Meals on Wheels, Margaret Pearce admires the colourful placemat creation that was gifted to client Dawn McClelland.



Richard Johnson looks forward to meal-times made extra special with his new placemat

GETTING THE MOST OUT OF YOUR MARKETING MATERIAL

MARKETING MATERIAL

Wanting to let potential new Clients know that they can get Meals on Wheels as part of their Home Care Package. We've created some templates for communication pieces that you can order and use to help spread the word within your community, including: flyers, posters, Facebook posts and an introductory letter. You can even order A4 presentation folders and business cards to help professionally present your Service to local businesses, doctor's surgeries, pharmacies and other relevant community groups.

CAUTION
VEHICLE CONSTANTLY STOPPING

Meals on Wheels
 Sandgate & District
 07 3269 2073

Marlin Coast
 MEALS ON WHEELS INC.

TO ARRANGE MEALS OR JOIN OUR TEAM

07 4055 6016

More than just a meal

Meals on Wheels
 Tewantin-Noosa

Are you ready to:

- Receive quality nutritious meals delivered with a smile
- Join our team and volunteer
- Make a donation or bequest

If the answer is yes to any of the above, please contact us today:

Tewantin-Noosa Meals on Wheels Inc
 12 Wallace Drive
 Noosaville, QLD, 4566
 P | 5449 7659
 E | tnmow@bigpond.com
 H | Mon - Fri 7:00am - 2:00 pm

More than just a meal

Marlin Coast
 MEALS ON WHEELS INC.

How can we help? Contact us to arrange meals or join our team and volunteer today

Call us
07 4055 6016

Email: marlincoastmow@gmail.com

Meals on Wheels
 Marlin Coast

More than just a meal



Meals on Wheels
 Caboolture

P 5495 2996

Delivery Times
 Volunteers make deliveries to the Woodford and Wamuran areas on Monday, Wednesday and Friday. Depending on where you reside, you can expect your meal to be delivered between 10:45am - 1:00pm.

Please note: you **must** be home to receive delivery of your meal or make alternative arrangements with us. Due to health and safety regulations we **cannot** leave meals in an easy.

Cancellations
 Please contact us on 5495 2996 before 9:05am for cancel the delivery of your meal.

Pick Up
 Meals are available for pickup from our premises: Caboolture Meals on Wheels, 21 Hayes Street, Caboolture. To place your order, phone 5495 2996.

Delivery Areas
 Woodford, Wamuran, Caboolture, Morayfield, Elimbah, Beecrombe, Toorbul, Dornbrook, Bellmere.

Office Hours
 9:30am - 2:00pm, Monday - Friday. If you call outside of our office hours, please leave a message and we will call you back.

Caboolture Meals on Wheels
 21 Hayes Street, Caboolture, QLD 4510
 PO Box 239, Caboolture, QLD 4510
 P | 5495 2996
 E | amumow@abmow.org

Find us on Facebook.

Help us make a difference in your local community. Show your care, by supporting our work and making a donation or volunteering with us.

Did you know anyone can purchase meals from Caboolture Meals on Wheels, we aren't do catering!
 Any person can make a referral for Meals on Wheels, including family, carers, friends, doctors, nurses or medical staff (a Doctor's Certificate is NOT required).
 Meals on Wheels is also available to people recovering from medical procedures who may require temporary support, with age not a consideration.

CUSTOMISED MARKETING REQUESTS

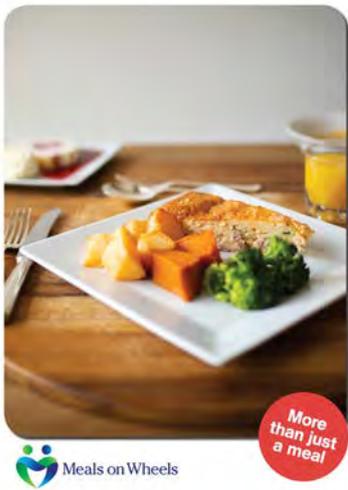
Did you also know that for a small fee we can also develop artwork for specific items to meet your needs. To date, Member Services have requested items such as: A4 posters, tri-fold brochures, newsletter templates, A4 flyers, pull up banners, car magnets and tablecloths.

EXHIBITIONS AND CONFERENCES

A good way to get presence in your community is by having an Expo stand in your area. Last year, Wendy Smith from Meals on Wheels Pine Rivers and District took a stand at her local Seniors Week Expo. QMOW staff members Laurel Wyte and Lisa Lowe, helped support the two day event, which was a huge success with many new clients and volunteer enquiries, and several Home Care Package Provider contracts established. On top of this, Wendy undertook all the catering at the event, managing to create vital fundraising revenue for Meals on Wheels Pine Rivers and District.

If you would like similar support, please contact me for assistance regarding marketing collateral, support from QMOW staff, display items you can borrow, along with some suggestions on how to attract people to your stand.

Remember, if you have any exhibitions or conferences coming up, you can borrow our pull up banners and tablecloths to help you create a greater presence. Make sure you allow plenty of time to order your flyers and any promotional items you plan to use.



Promoting your Service at an Expo? Above are samples of the A3 posters available for your display

WEBSITE – SERVICE PROFILES LOCATED IN FIND US SECTION

As more and more people reference the QMOW website to source details about your Service, could you please check that we have your correct and most up-to-date information including contact person, phone, address, website and Facebook details. Any Member Service who has provided additional information such as opening hours and days, meal package costs and photos, we thank you. Member Services who have not done so as yet, can request QMOW to add this important information to your profile. Please email marketing@qmow.org with any details you would like included on our website.

Previously ordered material from us?
We'd love to hear how you've used the material, and how it has benefited your Service.
Would you change the format or information to achieve better results?
All feedback would be greatly appreciated, as it will help us provide better support to you, our Members.

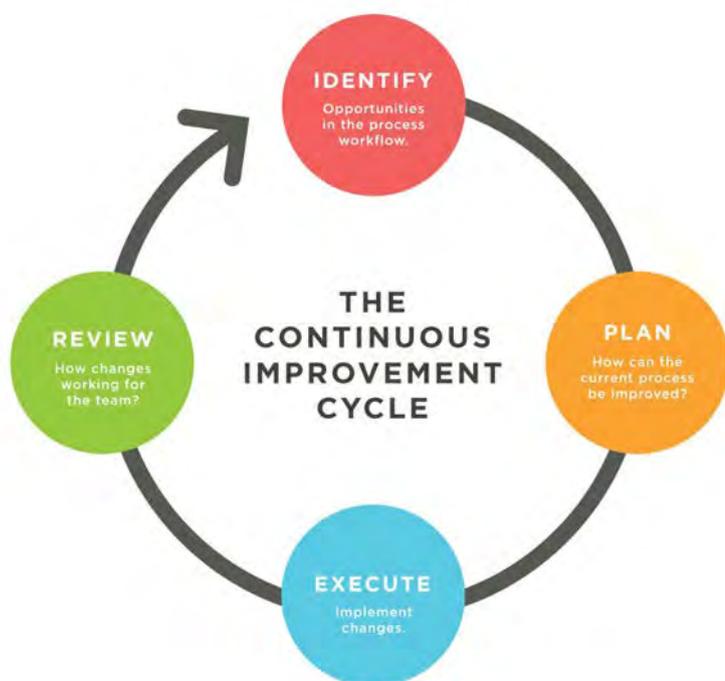
KATRINA JERMYN
Marketing Consultant

COMPLAINTS LEAD TO IMPROVEMENTS!

Under the new Aged Care Quality Standards, effective 1 July 2019, Feedback and Complaints are the sole focus of Standard 6. With the current focus of the Royal Commission into Aged Care firmly directed at feedback and complaints received by care providers and how they respond, it is timely for Members to look at how they can effectively manage and improve feedback and complaints processes. Feedback and Complaints should form part of the Continuous Improvement Process within a Service.

What is Continuous Improvement?

Many terms are used to label continuous improvement such as quality improvement or even the abbreviations CI, QA or QI; some organisations will even create their own title for it. No matter which term is used, they are referring to the process an organisation has in place to make improvements to their policies, processes, procedures in response to the feedback and information they have received. It is a continuous process as it is responsive to the happenings within your organisation. This Feedback can come from many sources including client complaints, injury reports and audits.



Feedback

Be it positive or negative, compliment or complaint, feedback fits within the Cycle of Continuous Improvement under the Identify stage. The feedback we receive allows us to identify areas that can be improved within our Service for the benefit of all. Anyone involved with our Service can give feedback; clients, family members, carers, volunteers, committee members, or even members of the general public. A documented and well publicised feedback process shows the organisation's dedication to providing the best service they can and is a requirement under our funding arrangements, as well as good business sense.

Best practice in handling feedback is as follows:

- Acknowledge all complaints quickly
- Assess the complaint, give it priority, and start to think about which resolution pathway you may take
 - Where required: - Plan the type of information you may need to collect to assess the complaint, and how you will collect it
 - Investigate the complaint to help inform your resolution approach
- Respond to the complainant with a clear decision
- Follow up any concerns
- Consider if there are any systemic issues.

Everyone involved with an organisation should be aware of the procedure in place to give feedback and be able to readily access the process that will ensue once feedback is received. The procedure should include:

- the way in which a person may give feedback. Most organisations will have a written format for feedback

but may also allow for verbal feedback to be recorded within the process, or have it available on your website

- to whom the feedback will be given for follow up
- how the feedback is to be dealt with
- timeframes for follow up
- how the outcomes will be recorded and reported back to relevant parties
- a disputes or grievances process if a party is not happy with response.

It is best practice to review all policies and procedures from time to time to ensure they are reflective of current work practices and inclusive of any updates. This review practice will lead to continuous improvement of processes.

There are many examples of complaint/feedback procedures available online or through the QMOW office. Assistance is also available to Meals on Wheels Member Services to assist in the review of your policies and procedures.

Rachael Speechley
Volunteer Support Officer
E | vso@qmow.org
M | 0428 541 866
P | 3205 5588

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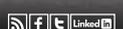
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SUNSHINE COAST SERVICE CELEBRATES FIFTY YEARS OF MEAL DELIVERIES IN CALOUNDRA AND SURROUNDING COMMUNITIES

An incredible 50 years of serving Caloundra and surrounding Sunshine Coast communities was celebrated by Meals on Wheels Caloundra with a high tea at the Parklands Tavern on Monday, February 18.

Over 120 guests, mostly consisting of past and present volunteers, enjoyed a delicious array and tempting treats in the beautifully appointed function room provided by the venue.

Toni Bonney, General Manager at Meals on Wheels Caloundra, said while the event was a celebration of the Service's long history, it was, more importantly, to acknowledge the invaluable role played by the countless volunteers who have contributed to the success of the Service over the past 50 years.

"We wanted this celebration to be purely about our volunteers," said Toni. "They are the ones who have

so selflessly given of their time throughout the past 50 years to ensure our clients receive a hot meal and a welcome visit."

History:

Initially sponsored by the Caloundra Rotary Club and the Committee for Services to the Ageing (CCSA), the first Meals on Wheels were prepared in the original kitchen facilities of the old RSL Club and delivered by the first volunteer drivers. Three course meals were prepared fresh and delivered each Monday, Wednesday and Friday at a cost to recipients of just 40 cents per meal.

At that time there were no government subsidies available, so much of the volunteer's efforts were also put towards fundraising to bridge any financial gaps. When the Taxation Department announced that donations to Meals on Wheels of \$2.00 or more would be tax deductible, generous community donations began to flow, and annual membership subscriptions also helped the organisation grow.

In its first five days of operation, 100 meals were delivered and by the end of June 1969, 1,134 meals had been served. It was clear that the Service would be a success and most welcome by the frail or ill in and around Caloundra. A public meeting was held in November to adopt a constitution.

It was then time for Caloundra Meals on Wheels to celebrate its first Christmas. Twenty-two recipients enjoyed a special dinner of ham and chicken with baked vegies plus traditional plum pudding and cream. One group of ladies made up gift baskets containing biscuits and sweets and a small jar of jam, while another generous local sent out a small bottle of wine to each person. By all reliable accounts, it was a very happy Christmas all round.

And so began a tradition which exists to this day, and while the official party police no longer allows wine to be sent out, it is still a special time for both the recipients and the volunteers, leaving everyone feeling happier for the experience.

As the service continued to expand, Caloundra Meals on Wheels became a separate entity, although it still enjoyed the strong support of the CCSA, Caloundra Rotary and other community organisations such as Caloundra Lions. Increasing numbers of recipients meant there was a greater need for more food preparation space than the RSL could spare and so the service was relocated to the School of Arts hall located



Above: Kath Neilsen, QMOW Field Support Officer, presents President Sharyn Bonney with a special award acknowledging 50 years of service to the community of Caloundra.

in Canberra Terrace, which was the centre of most community activities in Caloundra in those days.

Yet again the service was soon outgrowing its borrowed facilities. The Landsborough Shire Council offered the CCSA freehold title over 40 perches of land in Caloundra to build a centre for activities to service the elderly, conditional upon a purpose-built kitchen for Meals on Wheels being included in the development, and the offer was eagerly accepted.

When the building, including the new MOW kitchen was completed, meal preparation was again relocated, this time to the CCSA Hall in Nutley Street. The first meals from the new facility were served on Christmas Day 1972.

The new Senior Citizens centre was officially opened on March 28, 1973 by the Governor of Queensland, His Excellency Sir Colin Hannah. Fast forward 10 years to 1983 when it was clear that Meals on Wheels was again bursting at the seams of its current premises and would require a larger, stand-alone facility to continue to meet the growing demand for service to an ageing population.

Lengthy negotiations between the council, the State Government and MOW eventually resulted in a 99-year lease being granted over crown land in Olm Street. The State Member, Mike Ahern, managed to secure a generous government subsidy and it was full steam ahead on the construction of a new permanent home which became ready for business in 1986. With ongoing upgrades, this complex will continue to serve the wider Caloundra, Kawana and Mooloolah communities well into the future.

Throughout all the years of disruption and relocation, a strong band of incredibly loyal volunteers persevered and continued to turn up week after week, rain, hail or shine to ensure clients were well fed on time, every time. Of course, the names have changed over the years, but the spirit of community service and commitment are still the same today.

In the 50 years since it all began, Meals on Wheels Caloundra have grown enormously – from 3 days a week to seven days, including all public holidays. Meal numbers have grown from sixty cents per week to around 1,500 and meal charges have increased from forty cents to eight dollars. Meals on Wheels Caloundra is currently the equal second largest Meals on Wheels service in Queensland behind Fraser Coast, which includes Hervey Bay and Maryborough, and equivalent to Toowoomba, which services the entire city and a portion of the Darling Downs - an achievement all will agree is outstanding.

Meals on Wheels Caloundra are fortunate to have a small but dedicated group of paid staff who keep the organisation running efficiently and a large group of fantastic volunteers without whom the service could simply not exist.



BUILDING RESILIENCE IN MEALS ON WHEELS BUSINESS MODELS

As we head towards the end of 2018/19 financial year, it is crucial for all Meals on Wheels services to review and consider all aspects of our revenue and expense streams. In building our budgets for 19/20, it is a great opportunity to run a critical eye over the sources of revenue and determine how diverse they are, or how overly reliant the business is on one type of revenue stream, such as the CHSP.

Being dependant on one type of revenue or income stream holds great risk for any organisation, as any reduction or change to that source of income will negatively impact the overall bottom line and our capacity to operate.

Being able to diversify the business to attract new clients and grow additional income needs to be a key factor in all of our business plans going forward. With the amount of changes occurring across the aged care and disability sectors, there is of course increased opportunity for Meals on Wheels in areas such as Home Care Packages and the National Disability Insurance Scheme. In the not too distant future, a typical pricing structure may look something like this:

PRICE LIST

Meal Type	Wholesale	CHSP	HCP (GST inclusive)	HCP Dual invoice		NDIS	RETAIL
				70%	30%		
				Provider	Client		
				\$2.00 Admin fee per invoice			
Package	\$8.59	\$10.50	\$15.40	\$10.80	\$4.60	\$15.40	\$15.40
Main	\$4.78	\$7.50	\$11.50	\$8.05	\$3.45	\$11.50	\$9.50
Soup	\$1.49	\$2.00	\$3.00	\$2.10	\$0.90	\$3.00	\$3.00
Dessert	\$2.02	\$2.50	\$3.50	\$2.45	\$1.05	\$3.50	\$3.50
Juice	\$0.30	\$0.50	\$0.75	\$0.53	\$0.23	\$0.75	\$0.75
Sandwich	\$2.00	\$4.50	\$7.00	\$4.90	\$2.10	\$7.00	\$7.00
Salad	\$2.00	\$4.50	\$7.00	\$4.90	\$2.10	\$7.00	\$7.00

We continue to work with Member Services to determine what is full cost recovery price for delivering a meal, understanding that this incorporates everything required to operate your enterprise. Being able to understand and consequently drive efficiencies in the expense stream is another way to build resilience in your business model.

As you continue to diversify revenue streams, the Operating Profit and Loss will start to look like table below. Percentages are applied across all forms of expenses which is especially important when it comes to acquitting funding.

EVENING DELIVERIES PROVING SUCCESSFUL FOR NUNDAH MEALS ON WHEELS

With the home meal delivery market growing, Nundah Meals on Wheels have responded to public demand and are currently trialling an evening delivery service.

Coordinator, Margaret Carl, said the Service has had a great response, with the number of clients signing up the new delivery timeslot growing each week.

“We haven’t needed to do too much advertising so far,” said Margaret. “We have put it out there to our current clients and some have either changed to a night delivery or have requested an additional evening meal delivery. It is proving particular helpful for elderly clients, or those living with a disability, who may not be able to safely manage a microwave or oven.”

Finding volunteers for the evening meal delivery hasn’t proved an issue for Nundah Meals on Wheels, with plenty of

9-5, community minded workers looking to volunteer their services to a worthy organisation.

“The evening shift suits those people who work during the day, but still want to give back to their community. Drivers deliver the meals between 4.45pm – 6.00pm and then continue on home after that,” said Margaret. “The flexibility of a night delivery is also helpful for those clients that may have day time appointments and can’t be home for the lunch-time delivery.”

Nundah Meals on Wheels said they will continue to rely on word of mouth advertising until they have had time to trial the evening service. “We want to see how well we manage the extra delivery service before taking on too many clients, however we are happy with how it is taking off.



Nundah MOW client, Joyce looks forward to receiving her nightly meal from delivery driver, Sarah

PM VISITS PINE RIVERS MEALS ON WHEELS



Staff and volunteers at Meals on Wheels Pine Rivers were thrilled to welcome Australia’s Prime Minister, Scott Morrison and Peter Dutton, Federal Member for Dickson, to the Service.

It was a well-kept secret that was only revealed on the day, when Prime Minister Scott Morrison paid a visit to staff, volunteers and clients of Meals on Wheels Pine Rivers and District, on January 30.

Sworn to secrecy about the impending visit, Pine Rivers Business Manager, Wendy Smith, said she was thrilled to receive confirmation from Member for Dickson, Peter Dutton, that the Prime Minister was scheduled to visit the Service during his recent South East Queensland tour.

“Peter is a long-standing supporter of Meals on Wheels Pine Rivers,” said Wendy. “He extended an invitation to the Prime Minister on our behalf and we were extremely surprised to learn he had accepted.”

Prime Minister Morrison spent an hour at the Service, speaking with volunteers and clients of the Service, in addition to clients of the adjoining respite centre. “One of our clients actually knew both Prime Minister Morrison and Peter Dutton from his career in the police force. It was very heart-warming to witness their reunion,” said Wendy.

During the visit, Wendy took the opportunity to highlight to the Prime Minister several issues currently affecting Meals on Wheels operations across the State. “I spoke to him about the many challenges facing Meals on Wheels services across Queensland, as we strive to meet current changes within the aged care and disability sectors.”

RAISING THE FLAG IN HONOUR OF AUSTRALIA DAY



Magna Carmichael



Sheriden Porter and Jim Ludwig

It doesn't come more Australian than a roast lamb lunch followed by pav for dessert, and that is exactly how clients at Mitchelton Meals on Wheels enjoyed celebrating our recent Australia Day.

Chef Peter Chaffey wanted to make sure that clients were able to get into the spirit of the day and planned his true-blue menu to include a couple of Aussie favourites. "We also dished up corn meat and salad as a lighter alternative to the hot roast meal," said Pete.

Mitchelton Meals on Wheels volunteer, Magna Carmichael, designed and printed the Australian flag themed stickers that were placed on each serving container.

"With just a little extra effort, we can make sure our clients feel included in special days and celebrations," said Magna. "And our reward is bringing a smile to our client's faces."

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DISABILITY CONFERENCE PROVIDES OPPORTUNITY TO PROMOTE MEALS ON WHEELS

Business Manager at Meals on Wheels Pine Rivers and District, Wendy Smith and Community and Partnership Engagement Officer at Queensland Meals on Wheels, Laurel Wyte attended the NDS National Support Workers Conference held at the Brisbane Entertainment and Convention Centre on 19 and 20 February.

With over 200 disability support workers attending the two-day conference, Wendy and Laurel said the event proved the perfect opportunity to promote Meals on Wheels and discuss with those attending how Meals on Wheels services can support individuals receiving funding from the National Disability Insurance Scheme (NDIS).



“We spoke to several people who had never heard of Meals on Wheels before,” said Laurel. “There was a lot of interest from the support workers who were eager to learn more about how Meals on Wheels could assist their disability clients with their meal requirements.”

Any Member Services wishing to learn more about the NDIS, can contact Lisa Lowe at QMOW on Ph: (07) 3205 5588 or email: msc@qmow.org

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STAFFORD VOLUNTEERS RECEIVE COOL CHRISTMAS SURPRISE



Keeping it cool, staff and volunteers from Stafford Meals on Wheels and Lutwyche Regis shared the joy of Christmas and friendship with a special afternoon tea

While December and soaring temperatures usually go hand in hand, volunteers and staff at Stafford Meals on Wheels were able to enjoy a specially prepared Christmas afternoon tea in relaxing, cool comfort, thanks to the generosity of Regis Lutwyche.

“We host a Christmas afternoon tea each year for our 35 plus volunteers and as we don’t have air conditioning, it is usually very hot,” said Stafford Meals on Wheels President, Jack Pool. “Regis Lutwyche offered us the use of an airconditioned room at their premises and we gladly accepted.”

That was not, however, the only Christmas cheer that Lutwyche Regis had in store for the volunteers and staff at the yearly get-together.

“Lutwyche Regis insisted on providing afternoon tea at no charge. We were certainly surprised and appreciated the time and effort that Regis put into giving our staff and volunteers an extra special Christmas celebration,” said Jack.



Regis Lutwyche chef, Stuart; Stafford MOW President, Jack Pool; Regis Facility Manager, Sally; and Regis staff member, Melissa

FLOODS BRING SPECIAL MEAL DELIVERY FROM SES VOLUNTEERS

While Queensland's recent wet weather brought incredible loss and heartbreak to many, it also brought out the very best in human spirit, with countless stories of community members banding together to overcome adversities created by devastating flooding.

Saint Andrews Meals on Wheels Lower Burdekin in Ayr were faced with their own dilemma when the highway between Ayr and Home Hill was cut, and 16 clients in the town of Home Hill were unable to receive meal services.

Knowing that clients were depending on their daily meal delivery, Ayr Meals on Wheels Business Manager, Gail Minehan, reached out to local SES volunteer, Robert Sutcliffe, who quickly offered the assistance of the Ayr branch.

"We were so grateful for their assistance," says Gail. "Our staff member, Maria Pitcher, lives in Home Hill, however she couldn't get to us and we couldn't get to her; the SES



SES volunteer Robert Sutcliffe and his niece Chelsea, braved floodwaters at the Burdekin bridge to deliver eskies filled with meals to Ayr Meals on Wheels volunteer, Maria Pitcher.

had clearance to cross the flood waters in their emergency vehicle, so we were able to load the eskies into their truck and send across to her for delivery."

Not knowing when floodwaters would recede, Gail said the Service arranged for extra meals to be delivered so that clients would not go hungry. Going above and beyond, SES volunteers also delivered meals to a client's home on the way to Home Hill that had access difficulties.

"We have received some lovely feedback from our clients who are so thankful of the efforts our Service and the SES took in ensuring they still received their meal delivery.

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 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.



RACQ DELIVERS A SPECIAL 'TREE-AT' TO MEALS ON WHEELS CLIENTS

A special delivery of 50 Christmas pines turned the Brendale offices of Queensland Meals on Wheels into a tree lot last December, when RACQ donated a number of mini potted trees that had been used as displays in their Christmas Drive Safety campaign.

Queensland Meals on Wheels Marketing Consultant, Katrina Jermyn, said the trees were quickly snapped up by Member Services when the call went out, with a number of Services adding their own decorative touches to the trees.

“One of the best aspects of these living trees is that they are a gift that keeps giving,” said Katrina. “Clients not only get to enjoy their tree for Christmas but can enjoy it all year round, and then decorate it again next Christmas.”

Centenary Meals on Wheels collected eight of the potted trees to pass on to clients and Committee Member, Tricia Dakin, said all were thrilled with their festive gift. “It was such a special thought from RACQ,” she said.



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ADDITIONAL \$662 MILLION FEDERAL FUNDING TO THE AGED CARE SECTOR

The Federal Government recently announced a \$662 million funding injection into the Aged Care Sector, recognising the diversity and evolution of service needs across the community. As a key part of the aged care value chain, it is important that the MOW network continues to connect and explore the opportunities that government policy and funding interventions hold for our clients and our service models. The specific details of the funding measures are detailed below:

Home Care Packages

\$282.4 million for 10,000 home care packages across all levels. 10,000 packages will be released through the national home care prioritisation system from 12 February 2019.

Packages will be released across all levels as follows:

Level 1 – 3,000	Level 2 – 2,500
Level 3 – 2,500	Level 4 – 2,000

Home Care summary of the \$662 million

- \$35.7 million to increase home care supplements for dementia and cognition and veterans
- \$7.7 million to enhance the safety, quality and integrity of home care
- A new \$7.4 million business advisory service for both residential and home care providers to help them improve operations
- \$115 million increase throughout 2018-2019 for Commonwealth Home Support Program
 - o Jan 2019 \$15 million for Home Modifications
 - o Oct 2018 \$50 million for Home Modifications, Home Maintenance, Meals, Domestic Assistance and Transport Services
 - o Sept 2018 \$40 million Rural & Remote Infrastructure Grants Opened
 - o Plus additional funds to upgrade My Aged Care

The Government announced that this new \$662 million investment aims to help speed up access to home care and ensure older Australians receive safe, high-quality services when and where they need them.

The Minister for Aged Care, Ken Wyatt said “This is about more choices for a longer life – giving older Australians more aged care options and the capacity to live independently for as long as possible.”

The Aged Care services sector particularly welcomes the Government’s decision to get on with the job of making the aged care system better right now, whilst the Royal

Commission into aged care quality and safety commences its important work leading up to the first report due October 2019. The final Royal Commission report is due April 2020.

What does this mean for Meals on Wheels across Queensland?

It is now time to market your business and the affordability of meals to Home Care Package providers and to Home Care Package consumers. As at June 30 2018 there were 896 Home Care Package providers across Australia providing packages to some 91,847 recipients. There were also 89,773 awaiting allocation of a Home Care Package. The 10,000 additional home care packages announced will go towards easing the pressure on the current home care package wait list.

Our customer base is changing, and our methodology of our business model may need to adapt to keep up to date with our current Commonwealth Home Support Program grant funding agreement. Our customers are now:

- consumers and their families in receipt of Commonwealth Home Support Program funding
- Consumers with a Home Care Package
- Service Provider’s and their staff
- Regional Assessment Service Assessors and Aged Care Assessment Teams.

We are all faced with increasing competition and not only will you be required to market yourself to the consumer of meals, you may be required to market your meals and business to Regional Assessment Service Assessors if your Commonwealth Home Support Program referrals have decreased. You will also be in a position to market yourself to Home Care Package consumers as well as their Service Provider staff and coordinators.

Now is the perfect time to act and market your meals and your business towards the Home Care Package market together with meeting your current Commonwealth Home Support Program contract obligations.

The staff at QMOW are here to help. Please contact Laurel Wytte (details below) or Katrina Jermyn, Marketing Consultant Ph 3205 5588 or email: marketing@qmow.org

Laurel Wytte
Community & Partner Engagement Officer
E | cpeo@qmow.org
P | 0428 541 883

New Committee Member for the Co-op

gisMOW2 Co-operative is pleased to welcome Alison Luck from Bulimba Meals on Wheels to the Management Committee. President Philip Worthy said “Alison brings a wealth of experience to the management team. The Management Committee now has skilled representatives from a broad a range of Services, from very small to very large with both buy in and production operations”.

Grant funding secured

The Co-op has received a significant grant from the Gambling and Community Benefit Fund. The money will be used to bring forward planned enhancements to the software and upgrading the website to provide a Member Resource Centre.

1st March launch for the new look website

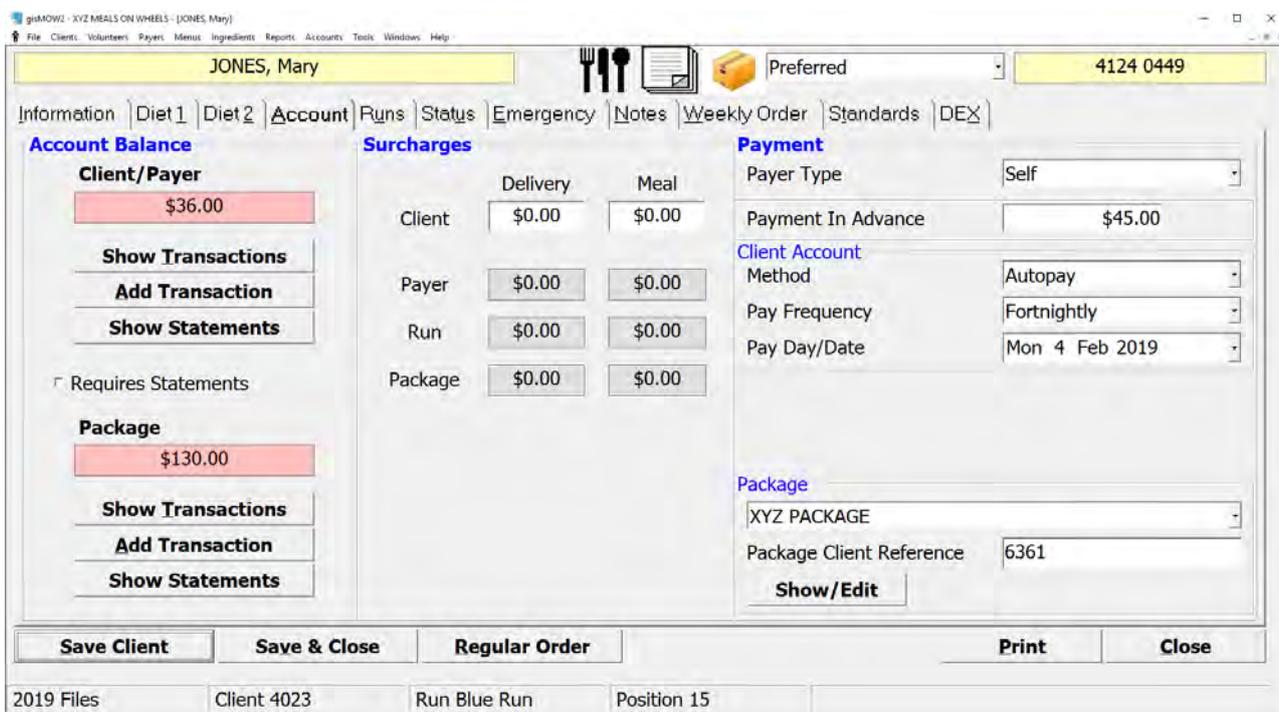
The site has a Public area plus a secure Member login to access a wide range of content. The usual past Bulletins, Fact Sheets, FAQ, AGM Minutes, Financials and Constitution are available. A chat room and request for software changes is being incorporated. The dynamic Resource Centre includes useful links, a library of commonly referenced MAC, DEX, OASIS and general MOW documents and the most up to date version of the gisMOW2 User Manual. Advice on meals and menu planning will be a feature.

Co-op partners with Capstone IT Systems

gisMOW2 will be using modules from Capstone’s successful eCare software. eCare is a full suite operational software package for Providers in the aged care, community and allied health industries. The first module to be integrated with gisMOW2 is “Events”, facilitating electronic Client records, notes and document storage, with linking and retrieval under customisable categories.

Home Care Packages – how many different pricing structures can you have?

gisMOW2 has multiple pricing models available. Package Pricing is where the cost is split between the Provider and the Client on a set dollar rate, or with a set percentage of the cost charged to the Client i.e. 0%, 25%, 30% or 35%. Other percentages can be added. 0% is where all the cost is charged to the Provider. For NDIS, the Package Provider pays up to \$11.61 and the Client is charged the balance. GST can be added or not. The Client contribution can be collected on the run, paid by direct credit/debit or charged on account to the Client or a third party. The contribution can also be charged in arrears or advance. The Client and Package Providers are separately accounted.



Call Philip 0429 800 725 or Ian 0400 878 244 for further information
info@gismow2.com

EYE-CATCHING DELIVERY VEHICLE PROMOTES PINE RIVERS MEALS ON WHEELS SERVICE

Christmas came early last year for Meals on Wheels Pine Rivers and District, with a generous grant from the Gambling Community Benefit Fund enabling the Service to purchase a brand-new delivery vehicle in November 2018.

The five door Renault Kangoo, with dual side openings, received an eye-catching makeover before hitting the road, and is now hard at work delivering meals as well as promoting the Service's catering business.

"We are already receiving calls from members of the public who have seen the car and want to book our catering services," said Business Manager, Wendy Smith. "The vibrant colours and attention-grabbing food graphics are certainly raising plenty of interest!"

Any Member Services wishing to learn more about grant opportunities from the Gambling Community Benefit Fund can visit their website at www.gamblingcommunityfund.qld.gov.au



Hard to miss new delivery vehicle for Meals on Wheels Pine Rivers and District has been garnering plenty of attention on the streets



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LOGAN CENTRAL VOLUNTEER HONOURED AT LOCAL LEGENDS AWARD CEREMONY



Now in its fifth year, the Local Legends Award pays tribute to outstanding members of the Logan community whose contributions to the local area are making it a better place to live.

An initiative of Federal Labor Member for Rankin, Jim Chalmers MP, this year's award ceremony held on January 23 acknowledged the valuable work of 75 community members who are making a difference in their community and, in particular, one special award recipient who has earned a place in the hearts of many Meals on Wheels clients.

With a gentle nature and kind approach, Philip Dunleavy has been volunteering with Logan Central Meals on Wheels for the past 11 years, fulfilling a number of roles within the organisation. Currently serving as Induction Officer, Client Liaison Officer, meal deliverer and kitchen assistant, Philip's can-do attitude and willingness to pitch in has

made him a valuable asset to the organisation.

President of Logan Central Meals on Wheels, Judith Howlett, said she didn't hesitate in nominating Philip for the award. "People like Philip need to be recognised," she said. "He is dedicated to serving our clients and is a great support to all our other volunteers at the Service."

Not one to look for recognition, Philip said it came as a surprise to learn he had been nominated for the award. "I felt a little embarrassed at first as I genuinely enjoy volunteering at the Service and don't look for acknowledgement; however, I was pleased that my nomination could highlight the important role that Meals on Wheels performs within our community."

Following the loss of his wife in 2006, Philip wanted to give back to the community through volunteering and become interested in Meals on Wheels. Over the years Philip's role within the organisation has grown, requiring him to gain further qualifications to meet the growing needs of Logan Central Meals on Wheels.

"I have completed a Certificate IV in Training and Assessment, which allows me to deliver induction and training plans to staff and volunteers and as well as a counselling course to assist in the process of interviewing new clients. I really appreciate how my role has given me the opportunity to develop new skills."

Philip says one of the highlights of the award ceremony was the opportunity to meet with other volunteers within the community, especially those from a multicultural background. "The Local Legends Award brings all the community together, from every cultural background, and encourages harmony."



Logan Central Meals on Wheels volunteer, Philip Dunleavy was surprised, but proud, to learn he had been nominated for the Local Legends Award by President Judith Howlett

GIFTS AND HONORARIUMS

In our travels we are often asked about honorariums and when they may be used. Understanding that every context may be different, it is worth noting that the Australian Charity and Not for Profit Commission (ACNC) have provided excellent guidance for charities such as Meals on Wheels.

The information below is provided as key takeaways that QMOW would like to bring to your attention. The full guide may be accessed at:

<https://www.acnc.gov.au/tools/guides/gifts-and-honorariums>

Advice from the ACNC

Charities may want to provide gifts or honorariums to individuals – including current or outgoing Responsible Persons, members, staff or volunteers – as a gesture of gratitude and appreciation for their services.

The decision to provide gifts or honorariums comes with some important considerations and charities should approach it with care and diligence.

As each charity is different, operating in different environments with different aims and challenges, the considerations in deciding to provide gifts or honorariums will differ.

Each charity's Responsible Persons need to properly consider the issues and concerns with providing gifts or honorariums in the context of their own charity and understand the implications of their decision.

What are gifts and honorariums?

A gift is something given to someone without obligation and may be in the form of money, goods or other property.

An honorarium is an honorary payment made to someone without obligation in recognition of their professional service.

For charities, an honorarium is typically a payment made to honour an individual for their charitable service.

ACNC expectations

The ACNC generally expects that gifts or honorariums will be of a token nature.

Gifts or honorariums should not provide any individual with a sizeable or significant personal benefit.

A charity that provides a gift or honorarium of significant value is at risk of not complying with its purpose and

character as a not-for-profit entity.

It is up to a charity's Responsible Persons to determine an acceptable value of any gift or honorarium. However, in doing so, the Responsible Persons should consider the charity's financial position and its ability to carry out its charitable purposes.

Charities must make sure that their decision to provide a gift or honorarium does not place them at risk of breaching the requirements as a registered as charity with the ACNC.

Some examples of how this looks in practice:

- A gift or honorarium of significant value could result in a private benefit to someone. This may breach the requirement to be a not-for-profit entity, and may not be consistent with the charity pursuing its charitable purposes.
- A lack of transparency about gifts and honorariums – especially if they are of significant value – may mean a charity is not being accountable to its members.
- Failing to properly consider all factors before providing a gift or honorarium could indicate a failure to act in good faith in the charity's best interests and to further its charitable purposes.
- Providing a gift or honorarium to a charity's Responsible Persons or their relatives is a conflict of interest. While this doesn't necessarily mean the gift or honorarium isn't allowed, failing to disclose the conflict of interest is likely to be a breach of ACNC Governance Standard 5.
- Excessive gifts or honorariums could indicate that the charity's financial affairs are being irresponsibly managed, particularly if the payments impair its ability to carry out its charitable purposes.

Charities also need to consider the implications of gifts and honorariums under employment and taxation law.

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Field Support Officer
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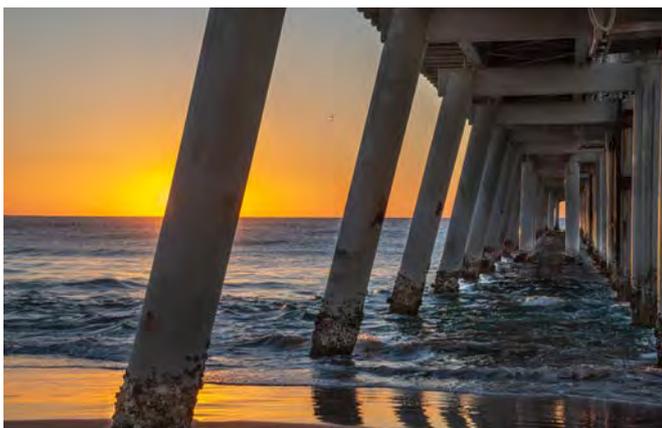
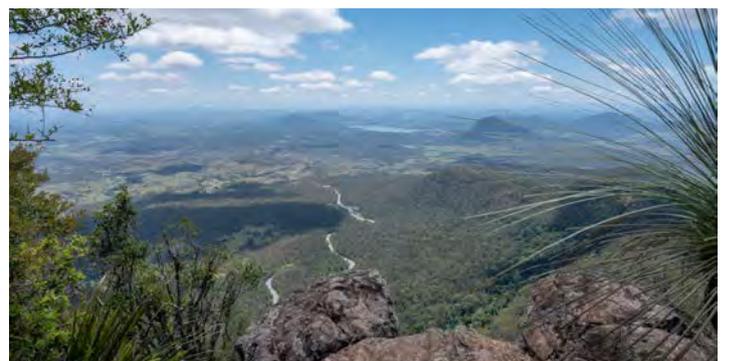
2020 CALENDARS

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 Wheels calendar. 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 calendar for 2020, as early as it is, it's time to start gathering you own photographs. The deadline to have your photos to Queensland Meals on Wheels is 30 June 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





Calendar Type	Order Deadline <i>No extensions will be permitted</i>	Price including GST	Quantity Ordered
Generic Calendar <ul style="list-style-type: none"> • QMOW sourced photos • MOW Service logo • 1300 phone number 	30 November	\$3.50	
Personalised Calendar <ul style="list-style-type: none"> • MOW Service contact details • QMOW sourced photos • 1300 phone number • MOW Service logo 	31 October	0 - 99 \$4.35 100 - 250 \$4.00 251 plus \$3.85	
Fully Customised Calendar - <i>see note below</i> <ul style="list-style-type: none"> • MOW own photos • MOW Service contact details • 1300 phone number • MOW Service logo 	30 August	0 - 99 \$5.20 100 - 250 \$4.65 251 plus \$4.35	
NB: 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.			
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Meals on Wheels Queensland



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