

CUSTOS

Vol. 43 No. 3
September 2019



Signing of the new Declaration . . .
see more about this story on page 12



Meals on Wheels
Queensland



QUEENSLAND MEALS ON WHEELS DIRECTORS

CHAIRPERSON

Tony Charlesworth
President Meals on Wheels Mackay

VICE-CHAIR

Lawrence Boyne
President Meals on Wheels Woogaroo

SECRETARY

Jenny Powell
Secretary Meals on Wheels Boyne Tannum

CHAIRPERSON QMOW FINANCE COMMITTEE

Katrina Faulkner

DIRECTOR

Roslyn Broom
President Meals on Wheels Sunnybank/Sailsbury

DIRECTOR

Penny McClelland
President Meals on Wheels Bulimba

DIRECTOR

Alexi Paarsonen
Business Manager Meals on Wheels St Lucia

DIRECTOR

Wendy Smith
Business Manager Meals on Wheels Pine Rivers

CONTACTS AT QUEENSLAND MEALS ON WHEELS

CEO

Evan Hill

BUSINESS MANAGER

Mark Love

FIELD SUPPORT OFFICER

Kath Neilsen

ADMINISTRATION SUPPORT OFFICER

Odette Swainson

MEAL OPERATIONS OFFICER

Nathan Hammond

VOLUNTEER SUPPORT OFFICER

Rachael Speechley

MARKETING CONSULTANT

Katrina Jermyn

ACTING COMMUNITY & PARTNER ENGAGEMENT OFFICER

Lisa Lowe

QUEENSLAND MEALS ON WHEELS LTD

Unit 16, Cameron House, Strathlink
27 South Pine Road, Brendale, QLD, 4500
PO Box 2393, Strathpine Centre, QLD, 4500

P | 07 3205 5588

F | 07 32051667

E | info@QMOW .org

W | www.QMOW .org



QMOW Patron

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

CONTENTS

Chairpersons Report	4
CEO'S Report	5-6
The Secret Garden	6
National Meal on Wheels Day	8-13
Personal Insight into the Royal Commission Rockhampton Meals on Wheels	14-15
Accounting programs making life easier	16-17
Townsville plays host to North Queensland Forum	18
Rockhampton Meals on Wheels client celebrates 100 years	19
Sunnybank Salisbury Meals on Wheels go 'cracker' in July	21
Gatton Meals on Wheels hold annual client and volunteer luncheon	22
Spotlight on . . . Ken Edwards Celebrating our Volunteers	23
The New Financial year and Home Care Packages	24-25
Vale Linda Law	25
Food Safety	26-30
Grant monies benefit Meals on Wheels Services	31
Cairns Meals on Wheels celebrate 50 years	32-33
Proserpine Meals on Wheels turns 45	33
Recipe Resource	34-35
Queensland Meals on Wheels tackling the silent health epidemic	36-39
End of era for Oakey Meals on Wheels	40-41
UQ Students deliver the good oil to staff at Queensland Meals on Wheels	42
Remembering Greg	43
Baby on board for past QMOW staff member	44
Celebrating our Volunteers . . .	45
Suncare Volunteers Awarded ACSA Queensland Volunteer of the year	46

CHAIRPERSON'S REPORT

SEPTEMBER 2019



With AGM season in full swing, the importance of our corporate governance and the decisions we make in relation to our operations come into clear view. At QMOW we are very conscious of the challenges Services are facing with maintaining and renewing committee memberships alongside the real challenges of growing client numbers in an ever competitive marketplace. Our strategic plan has identified a range of projects to assist Services which we have seen come to life over the last quarter including: the Volunteer Strategy, which is designed to improve our attraction and retention across all the volunteer roles, of which attracting new volunteers for committee membership is vital; our Marketing Strategy, which is designed to announce our brand as an attractive and modern organisation in the 21st century; and our Recipe Resource eBook, which provides a fresh take on menu composition and menu planning, whilst also allowing for opportunities to present a more consistent client experience across Queensland.

Each of these initiatives is about ensuring the Board and QMOW Operations have the right state-wide strategies that Services can implement locally. Each of these initiatives is designed for each Service to adopt for your benefit, and the QMOW Operations team is positioned to assist you introduce these into practice.

I had the good fortune in June to attend the North Queensland Forum held in Townsville, where it reinforced to me that whether your Service is small, medium or large, we all have similar challenges. The majority, if not all of these challenges, are tied to the amount of extra time Services, whether they be volunteers or paid staff, need to commit to 'back of house' compliance activities. This has increased dramatically since the HACCC days. It is fair to say that

government regulation isn't going to exempt Meals on Wheels from regulations, but there is more we can do at QMOW to seek more proportionate approaches to these issues.

Equally though, as Member Services, there is more we can do in considering how we can alleviate some of our own administrative burdens, and this may be thinking more outside the square about changes to our structures, systems and processes. There are currently over 130 CHSP funding agreements with the Commonwealth in place for Meals on Wheels Services in Queensland, across 16 Aged Care Planning Regions. That creates an incredible amount of duplicate processing, monitoring and administration being undertaken by each Service before we even begin to factor in the impact of Home Care Packages and NDIS. Alongside all of this is the daily priority to run the food service to your clients, which I would suggest is the primary reason we all started in Meals on Wheels in the first place. If we are to continue to grow as a healthy, viable network of Services to the communities of Queensland, finding more ways to alleviate the growing administrative burden on Services must become a real priority in FY2020. If we approach this with the spirit of cooperation, I am certain we can continue to achieve great outcomes to clients, volunteers and Services alike.

On a final note, the registrations have opened for the MOW Australia 2020 National Conference. The confirmed dates are Wednesday 19 February through to Friday 21 February 2020, to be held at the Country Club, Launceston. The conference theme is 2020, a vision for the future. The 2020 National Conference provides a wonderful opportunity to connect and engage with volunteer leaders and volunteers from right across Australia, representing over 590 Services and 76,000 volunteers. The conference will provide a place to share innovation, best practice, challenges, reform updates and engage with communities passionate about supporting older people to age well in their homes. It is also anticipated the Federal Minister for Ageing and Senior Australians will attend to open the National Conference. We know all the Meals on Wheels community would be honoured to meet the Minister if he is able attend.

Tony Charlesworth - Chairperson
Queensland Meals on Wheels Service Ltd
E | board@qmow.org

CEO's REPORT

SEPTEMBER 2019

As we commence the first quarter of a new financial year, QMOW Operations has certainly hit the ground running with new state-wide initiatives, return of the large-scale forums and some exciting funding news to support Member Services transition to the NDIS.

Our Strategic Plan and Activity Work Plan hold a range of state-wide initiatives designed to improve the overall positioning of Meals on Wheels Services in the marketplace. We were extremely proud to launch our new Marketing Strategy and Recipe Resource e-Book across Seniors Week and National Meals on Wheels Day. This has brought a new contemporary look and feel to our marketing collateral, moving away from telling the stories of what we do to the stories of why we do it, emphasising in simple, accessible language our points of difference to our competitors. We hope our Members have found them as impactful as we have and look forward to talking with you further about moving these into production. We will also be sharing with you all our print media ads and radio ad which are available for your use and your own engagement with media should you so choose. We will be working over the next quarter more on the strategy, with further work required on where we can maximise our collective marketing efforts across the calendar year.

Similarly, the Recipe Resource eBook presents an opportunity to provide consistency in what may be offered in the menu cycle across Meals on Wheels kitchens, and how this is presented and communicated to the marketplace. Alongside spectacular imagery of food, the Recipe Resource also takes away the work in building recipes that will observe the nutritional standards contained within the National Meal Guidelines. Given all the commentary on poor food quality and nutritional standards observed in the wider Aged Care Sector stemming from the Royal Commission into Aged Care, we are able to claim the positive ground here in what is contained in each of our meals, delivered with empathy and care. We will be working with Members over the next quarter to discuss how we can introduce a core number of menu items from the resource across Queensland.

In reflecting on both of these initiatives, it reinforces to me what is possible when we collaborate as a network of Services and engage the right partners.



In June and August 2019, we also held two of the large-scale forums in Townsville and South Brisbane respectively. Both events were very well attended by Members and covered a wide range of topics, including the new Aged Care Standards, CHSP and NDIS updates, Brokering CHSP Outputs, Kitchen Operations, including the Recipe Resource, Pricing your meals in the different funding streams and Cultural Diversity. In Townsville we were also fortunate to hear the President of Proserpine share the story of her Service. We will continue to tweak the format of these forums to ensure we have the right mix of external speakers, local content and all-important time for questions and networking with other members.

The NDIS Quality and Safeguards Commission came online from the 1st of July and with it continued concern from Members regarding implementation, audit fees and the overall cost of Meals on Wheels operating in the marketplace. Being a national issue, it has given QMOW the opportunity to work with MOWA and our interstate colleagues in collaborating on these challenges. Following advocacy from NSW and Queensland, coordinated through MOWA, it is looking extremely positive that the audit classification for Meals on Wheels will move from the more cost intensive Certification audit to the Verification audit. We are expecting this will allow services to remain as registered entities in the NDIS, as well as providing more incentive for those who aren't registered, take the leap and do so.

At QMOW we have been very fortunate to receive two amounts of funding specific to the NDIS in the FY2020. The Boost the Local Care Workforce grant

through DSS will allow us to develop a Hub and Spoke Model for Members to consider as part of participating in the NDIS. This will be a short sharp piece of work we will commence in the second quarter of this financial year. We have also been able to secure funding from the state Department of Communities for NDIS transition support, which will allow us to provide a full-time resource through to the end of the FY2020 to provide Members with direct support to assist you transitioning to the NDIS. This will include the development of resources, marketing, training and face to face support.

Finally, I would like to thank all Services for their contribution to National Meals on Wheels Day. Again, it was a chance to shine the spotlight on our role in nutrition through the meal drop and our shared commitment through the signing of the declaration.

I was privileged to share my first National Meals on Wheels Day with the dedicated teams of both Stafford Meals on Wheels and Ashgrove Meals on Wheels. The dedication and commitment of both Services to good quality food combined with a real commitment to their communities streamed through. It was also great to see firsthand the partnerships they have with various organisations within their area including Home Care Package providers and other community groups.

I look forward to seeing as many of you as possible over the next quarter.

Evan Hill
CEO

E | evanhill@qmow.org

P | 3205 5588

The Secret Garden

A wonderful outing was arranged for some of the Nambour Meals on Wheels clients on the 3 August 2019. The outing was made possible by the generosity of the Dalwood-Wylie Foundation who invited 10 clients to attend the matinee performance of the Secret Garden - An Australian Outback Story 1923 at the Noosa Arts Theatre. The play is an adaptation of the classic novel by Francis Hodgson Burnett and won the People's Choice Award in May 2019 when it was part of the "Anywhere Festival." The outing included a wonderful afternoon tea of delicious scones and cakes all generously organised by the Foundation's director Helena Wylie and some of her friends.

All funds raised were donated by the encore performances by the Dalwood-Wylie Foundation to Drought Angels to provide much needed financial assistance to the 3500 farmers who are in desperate need of financial assistance. The Meals on Wheels clients all thoroughly enjoyed the play and were full of compliments especially for the wonderful actors, costumes, music and props. Many of the clients are not usually able to attend functions and entertainment such as this and were very appreciative of the fun and enjoyable opportunity to attend an entertaining play.

Submitted by: **Jennifer Waldross**
Nambour Meals on Wheels



WE DELIVER ANYWHERE IN QLD!

SAVE 10%

OR MORE ON YOUR STATIONERY AND PRINTING COSTS!

Contact us today on **0412 617918** or email sales@simplyofficesmart.com.au.



Simply Officesmart has a central buying offer available to all Meals on Wheels Services and our commitment is to **save 10% or more** on their stationery and printing costs.

Don't just take our word for it!



Simply Officesmart prices are very competitive, they deliver quickly and without hassle. We definitely recommend Simply Officesmart to other services.

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



CELCAST LABELS

AVAILABLE

We are offering CELCAST labels (Word Compatible!) for only **\$14.50 ex gst!**

Labels which may be 1,2,4,8,14,16,18,21,24 or 33 per sheet.



SAVE

UP TO 50%

Compatible printer cartridges can save you up to **50%** compared to genuine cartridges.

We guarantee the quality of our compatible cartridges available for:



simplyOFFICESmart
SIMPLY GREAT SERVICE. SIMPLY GREAT PRICES.
for all your office supplies

Call Steve on 0412 617918
www.simplyofficesmart.com.au

National Meals on Wheels Day

More than just a meal

Meals on Wheels Services across Queensland marked National Meals on Wheels Day on 28 August with a host of celebrations across the State, highlighting the outstanding contribution made to local communities by our 140 plus Services and 15,000 plus volunteers.

The day provided the perfect opportunity for Meals on Wheels Services to put the new Recipe Resource eBook to the taste test, with many cooking kitchens treating clients to a delicious three course luncheon selected from the recipe book.

Sharyn Broer, President of Meals on Wheels Australia and CEO of Meals on Wheels South Australia, joined her Queensland counterparts for the annual event, participating in a meal run with Stafford Meals on Wheels in the morning before officiating at the launch of the new Recipe Resource eBook in the evening. Ms Broer also took the opportunity to meet with government representatives during her Queensland visit, pushing the need to address funding inequities between States.

“It was great to see the national spotlight shining on Queensland as we lead the way in promoting the importance of good nutrition and how it impacts health, especially in our aging populations,” said Evan Hill, CEO of Queensland Meals on Wheels.



Bowen Meals on Wheels



Shining the spotlight on the wonderful service that Bowen Meals on Wheels provides to the community, staff at Whitsunday Regional Council in Bowen were given the opportunity to enjoy the same lunch as clients on National Meals on Wheels Day.

Bundaberg Meals on Wheels



Bundaberg Meals on Wheels committee and staff put pen to paper and signed the new Declaration, reaffirming the Service's commitment to the community and overarching goal of providing more than just meal.

Gin Gin Meals on Wheels

Although not a cooking kitchen, Gin Gin Meals on Wheels didn't want to miss the opportunity to include their clients in National Meals on Wheels Day and the launch of the new Recipe Resource eBook and asked meal supplier Gin Gin Hospital if they would prepare a selection from the recipe book. Staff at the hospital were thrilled to be involved and prepared clients a tasty selection of meals from the recipe book.



Stafford Meals on Wheels



Staff, volunteers and committee members at Stafford Meals on Wheels welcomed an impressive line-up of special guests to their Service on National Meals on Wheels Day, including Meals on Wheels Australia President, Sharyn Broer, Federal Member for Lilley, Anika Wells MP, and State Member for Stafford, Dr Anthony Lynham MP.

President of Stafford Meals on Wheels, Jack Pool said he was thrilled by the level of community support shown to the Service on National Meals on Wheels Day. "It was wonderful to have so many of our long-term supporters joining us to celebrate the day; it reaffirms that we are recognised and valued for what we contribute to our community."

Excited to be amongst the first to trial a selection of mouth-watering recipes from the new Recipe Resource eBook on National Meals on Wheels Day, Stafford Meals on Wheels kitchen staff prepared a tasty three course meal for clients, including sweet potato and carrot soup, beef and vegetable casserole and apple and rhubarb crumble.

And what is a celebration without a few surprises?

A special delivery of beautifully decorated cupcakes, donated by an anonymous supporter, were delivered to the Stafford Service as a treat for clients, in celebration of National Meals on Wheels Day. Not to be outdone, Regis Aged Care Lutwyche donated a gift for every client of the Service, including mugs, soaps, hands creams and chocolates.

Chanel 10 news were on hand to film all the action of the day, highlighting to the wider community the important service that Meals on Wheels provides to communities, and the significant contribution made by volunteers.

Branch Manager of Commonwealth Bank Stafford City, Mehendhi Shah said the bank was proud to be a supporter of Stafford Meals on Wheels and will be continuing the relationship well into the future. "Meals on Wheels is the longest charity we have worked with; our staff volunteer with prepping meals and delivering as well as fundraising," he said.



Councillor for Marchant Ward, Fiona Hammond and candidate for McDowall Ward, Liam Culverhouse threw their support behind the day, with Liam saying he was determined to support Jack and the Stafford Meals on Wheels Service on National Meals on Wheels Day as he is aware of how much they support the community and Cr Hammond sharing that she has been a volunteer with Meals on Wheels for the past 12 years.

Keen to join the celebrations, staff from Stafford City Commonwealth Bank and Stafford City Medical Centre received their own special delivery of the three-course luncheon being served on National Meals on Wheels Day, with a resounding two thumbs up rating received from all.



A New Declaration for Meals on Wheels

As part of National Meals on Wheels Day celebrations, Queensland Meals on Wheels invited its Members to sign a new Declaration, affirming the unwavering commitment of the Sector in providing outstanding service and support to Queensland communities.

This Declaration, or statement of intent, upholds the overarching purpose of Meals on Wheels to facilitate a quality life for our clients through providing more than just a meal; to be known as an organisation with a true sense of community; to embrace diversity and foster inclusiveness; and to support our clients to live independently with dignity and respect.



Rockhampton Meals on Wheels

Rockhampton Meals on Wheels held a special volunteer morning tea on National Meals on Wheels day, with long term volunteer Joan McCamley invited to join Committee Secretary, Jane Marshall to cut the celebration cake. Joan has been volunteering with Rockhampton Meals on Wheels for 33 years. Clients enjoyed their lunchtime selection from the new Recipe Resource eBook with special compliments received about the delicious rhubarb and apple crumble.



Pine Rivers Meals on Wheels

Meals on Wheels Pine Rivers and District extended National Meals on Wheels Day celebrations to include its supportive community, with many businesses and organisations placing their orders and joining the celebrations. Orders of oven roasted chicken, sweet potato and carrot soup and rhubarb and apple crumble were delivered to staff at the Pine Rivers police station, HELP Enterprises and the office of the Member for Dickson, Peter Dutton MP, to name just a few.



Personal Insight into the Royal Commission into Aged Care

We have been keenly following the progress of the Royal Commission into Aged Care Quality and Safety to track how discussions may impact the Meals on Wheels sector. In August this year, the Royal Commission held public hearings at a Community Forum in Brisbane, allowing us the opportunity to attend a session in person.

This experience has given us a greater insight into the workings of the Commission and the information gathering process involving those called upon to give evidence. Reading the transcripts or summaries from each day's enquiry does not have the same impact as being able to observe the Counsel for the Commission questioning those on the stand.

We attended a public hearing held on Tuesday 6 August, where the focus of the Commission for that week was:

- regulation of quality and safety in aged care and how aspects of the current regulatory system operate
- different approaches to regulation, including in other sectors
- how regulation and oversight of quality and safety in aged care could be improved.

Tuesday's hearing focused on a case study involving MiCare Ltd, a Victorian based provider of residential care, and in particular their Avondrust Lodge facility. Witnesses called included the Executive Director of Micare Ltd and the Manager of Operations for Ansell Strategic Pty Ltd, a contracted agency engaged by MiCare to assist in returning the facility to full compliance with the standards. Both held high level management positions, however had only spent very little actual time within the facility itself and were expected to have complete oversight and knowledge of operations during the time period in question.

Four staff of the ACQSC were also called as witnesses, including three who had undertaken reviews within the facility as well as the Regional Director. They were strongly questioned by Council Assisting about the perceived inadequacies of their processes and final reports. The Royal

Commission tabled a number of internal documents between MiCare, Ansell and another consultant, which outlined that in the consultants' professional opinion, the facility would not meet the expected outcomes. At the same time, ACQSC accreditation audits and reviews found, on the evidence provided to them, that all outcomes were being met. Counsel Assisting questioned the witnesses as to why they did not take into consideration the internal documents as tabled within their reviews, with the response being that these documents had not been made available to ACQSC staff at the time.

The proceedings showed quite clearly that an ACQSC review is only a snapshot of operations and is heavily reliant upon the transparency of the operator. It also highlighted that the continuous improvement needed to ensure compliant practices become standard is an ongoing process that needs monitoring beyond the passing of a review or accreditation.

Following the public hearings, a Community Forum was held in Brisbane on Monday 19 August which gave selected members of the public an opportunity to present their concerns and thoughts to Commissioner Lynelle Briggs AO. In total, 20 speakers were called who each had five minutes to present their submissions to the 300 in attendance. The speakers represented a wide cross section of the community, including family members of care recipients, advocates for specific impairments, CALD groups, War Widows, and a Queensland Health Social Worker.

Issues highlighted included:

- My Aged Care
 - o Knowledge of, navigation and access to the system
 - o Assessors being employed directly by Department of Health rather than contractors
 - o Consumer representatives and privacy issues affecting access
- Home Care Packages
 - o Wait times

- o Unspent funds
- o Administration and abuse of system by Service Providers
- Office of the Adult Guardian and Enduring Powers of Attorney
 - o Effect of single decision makers in care
 - o Family conflicting opinions on care needs
- Pricing
 - o Gouging of pricing within packages
 - o Effect of Income Assessment
- Training of staff
 - o Lack of training required to work within the industry, in particular with dementia residents
- Staff ratios within residential facilities
- Dietary needs not being catered for and the meal experience within facilities
- NDIS eligibility and discrepancies in Services available between systems

- Availability of immediate short-term funding for palliative care
- Systematic financial abuse in retirement villages that not regulated.

The Government has recently released a statement saying it has agreed to the Royal Commission's request to a six-month extension to continue to hear evidence from Australians and conducts its deliberations.

The experience of attending sessions of the Public Forum was very enlightening. The outcomes from Royal Commission into Aged Care will greatly impact the Aged Care Sector with several changes already made to ACQSC processes.

For Meals on Wheels, we believe that the most important take away from our time at the Royal Commission events is the need for open disclosure between Service, their Clients and the governing departments. A clear and open relationship will build trust, support and encourage communication between the parties and lead to improvement in service. The need for accurate and transparent record keeping was also a strong theme within the information we heard.



Rachael Speechley
Volunteer Support Officer

Kath Neilsen
Field Support Officer

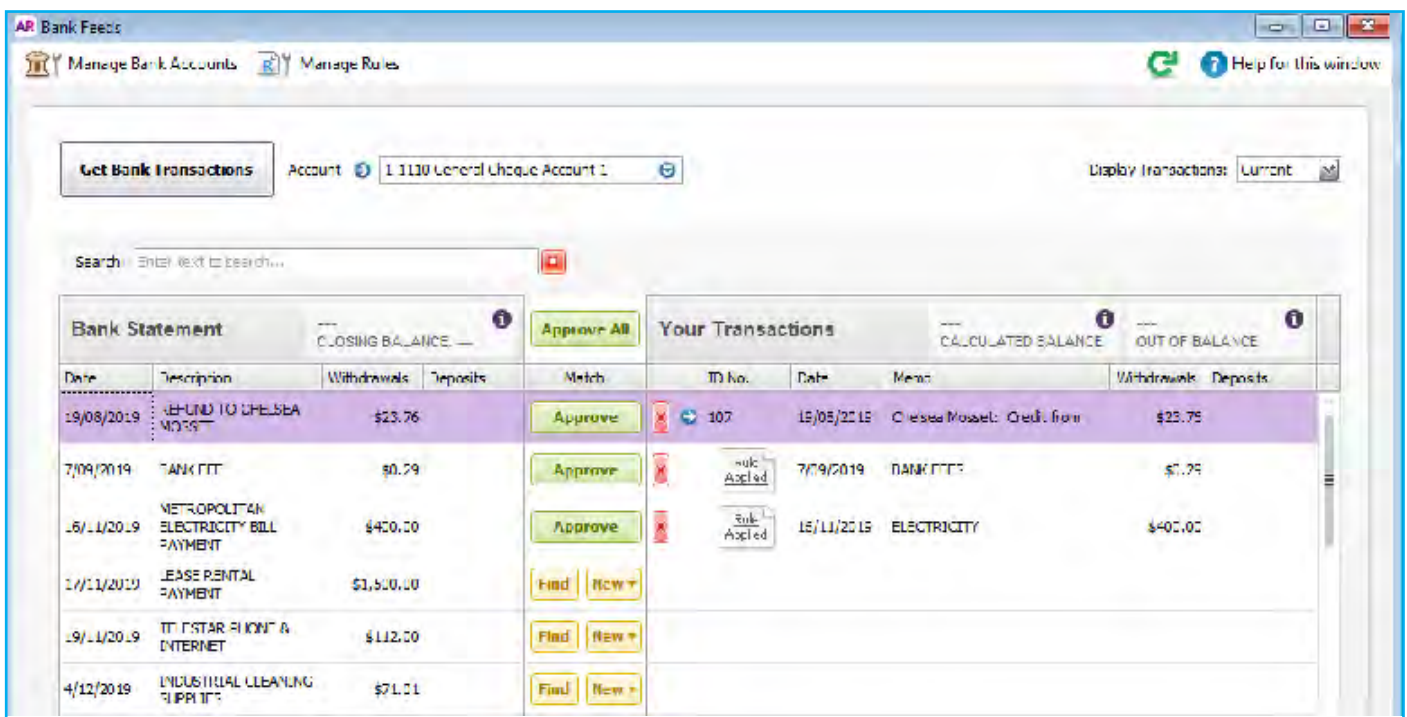
Accounting programs making life easier...

A lot of the feedback from Services that I have heard over the last few months is the increasing administration burden eating up the precious time of volunteers and staff. While the administration burden of Government is not going to go away soon, I have been helping Services streamline their bookkeeping and finance processes to free up time to devote to more valuable tasks.

Accounting programs such as Xero, MYOB and QuickBooks provide an easier and simpler ways to manage financial transactions and can provide better insight into the financial performance of a Service, to better understand revenue and costs and improve performance. Furthermore, these programs are becoming sophisticated, providing automation of processes to gain efficiency. Some of the automation that is becoming increasingly popular is discussed further below.

Bank Feeds

Bank feeds create a direct link with the bank or financial institution and import transactions regularly, removing the need to import transactions manually eg bank deposits. Most accounting programs will suggest matches with transactions already post, reducing the time taken to reconcile bank accounts.



Example of a bank feed.

Creditors

Invoices for payment of suppliers can be entered and paid with some accounting programs attaching an electronic copy of an invoice to the record. Supplier invoices can be paid by extracting an ABA from the accounting program and importing it into your banking software. This cuts down the time of manually preparing payments and reducing errors.

Debtors

Client invoice can be raised and emailed to clients or printed to be hand delivered. Most accounting programs can generate statement and friendly reminders for those clients with outstanding accounts. Most accounting programs retain copies of invoices so they can be reprinted at any time saving the need to keep manual invoices.

Payroll processing

Most accounting programs come with payroll modules to calculate Gross pay, PAYG and superannuation, to save calculating these manually with tax tables. Single touch payroll is now standard with most accounting programs, ensuring that reporting is completed after each pay run.



BAS & Super guarantee lodgements

Paper BAS/activity statements are now incorporated into most accounting programs. These programs can pre-fill information of your sales, purchases, GST, and payroll information making it easier and quicker to lodge these forms. Alternatively, BAS/activity statements and super contribution can be lodged through the ATO business portal (bp.ato.gov.au) removing the need for paper statement. All that is required is an Administrator AusKey.

The above list of functionalities is not exhaustive and from my visits over the last few months, Services are using some or all the function to manage their finances. Most accounting software is subscription-based costing on a few dollars a month. Most providers offer discounts for not for profit organisations. If you are currently using an accounting program and want further assistance or are considering whether to use accounting software in your Service, please feel free to give me a call.

Mark Love
Business Manager
P | 3205 5588

M | 0410 438 504
E | mark.love@qmow.org

Ready, willing and able.

Keep all types of food fresh and hot. Turbofan's new Holding Cabinets are essential for all food service operations, allowing you to serve more covers with less food wastage. Choose from 8 different models of Holding Cabinets based on the capacity of your commercial kitchen.



turbofan® CONVECTION OVEN SYSTEMS

- 5 1/1 GN Gastronorm tray capacity
- 85mm tray spacing
- Compact 610mm width
- Full stainless steel exterior
- 2 speed bi-directional reversing fan system
- 5.8kW heating power
- Moisture injection mode (5 levels)
- Dual halogen oven lamps
- Safe touch vented side hinged door (available left hinged only) Digital display Time and Temperature controls
- Large easy view 20mm high displays
- Electronic thermostat control
- Electronic timer
- Manual mode and Program mode
- 20 programs with 3 stage cooking and stage end alarms
- Designed for individual use or system installed with Turbofan E33 Convection Ovens
- 10 1/1 GN pan capacity
- 74mm tray spacing
- Compact 610mm width
- 220-240V plug-in 10A cordset fitted
- 1200W cabinet heating
- Electronic temperature control
- Low velocity circulation fan system
- Dual halogen cabinet interior lamps
- Cabinet drain to condensate pan Digital display Time and Temperature controls
- Large easy view 20mm high displays
- 3 hold timers



E33D5



H10D

To find out more about how you can experience the new Convothem 4 way of cooking, contact Moffat on 1800 023 953 or visit www.moffat.com.au



moffat.com.au

Townsville plays host to North Queensland Forum



Chair of Queensland Meals on Wheels and President of Mackay Meals on Wheels, Tony Charlesworth joined with QMOW staff members Lisa Lowe, Evan Hill, Rachael Speechley and Mark Love to present at the North Queensland Forum

Queensland Meals on Wheels hosted its North Queensland Forum in Townsville on June 14-15, with Members travelling from as far north as Cairns and south from Mackay, to participate in sector support updates and information sharing during the two-day event.

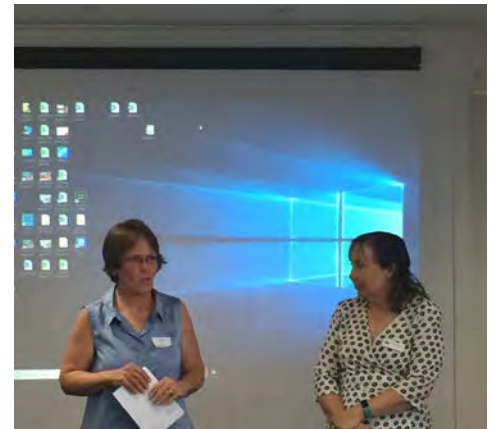
Over 25 representatives from ten Member Services joined with staff from Queensland Meals on Wheels at the Hotel Grand Chancellor to receive the latest information on topics such as HCP, CHSP, NDIS, the new Aged Care

Quality and Safety Commission Standards, Kitchen Operations, and Partnerships.

Guest speaker Julie Fraser, MAS Team Leader from Diversicare, delivered an informative, engaging and personal session on how Meals on Wheels services can embrace and benefit from diversity in the workforce and presented attendees with a copy of the 'Little Book of Cultural Tips' to take back to share with other staff at their Services.

Proserpine Meals on Wheels Coordinator, Helen Maynard-

Turner shared with participants the many challenges and successes she has experienced in her role while operating a Meals on Wheels Service, with many relating to, and



Helen Maynard-Turner shares her experiences working as Coordinator with Proserpine Meals on Wheels

learning from, her shared account. Meals on Wheels Chief Executive, Evan Hill said that while the forum provided an opportunity for Queensland Meals on Wheels to share information with Members, it also served as an occasion for Members to meet and share their collective experiences. "It is important for Members to foster relationships with each other and share how they overcome challenges in the day to day operating of a Meals on Wheels Service. It can very reassuring to know that all Services experience the same issues and empowering to learn there are solutions."



Proserpine staff Linda Bullock, Helen Maynard-Turner and Sue Dair take home bags filled with information to share with other staff at the Service

Rockhampton Meals on Wheels client celebrates 100 years

It's not every person who is lucky enough to receive a letter of congratulations from the Queen of England, however Rockhampton resident, Alma Lowry was thrilled to receive a personalised message and photograph from the monarch in honour of her 100th birthday.

And that wasn't the only high ranking official to acknowledge Alma's special day with the Australian Prime Minister, the Queensland Premier and the Governor-General also sending their best wishes.

A client of Rockhampton Meals on Wheels for the past five years, Alma is a much-loved favourite of the staff and volunteers at the Service. "Everyone loves her," said Administrator and Volunteer Coordinator, Karen McCusker. "She always greets us with a smile on her face and is happy to have a chat."

Commencing with a drop-in morning tea at her house on her Friday, 16 August, where Rockhampton Meals on Wheels surprised Alma with a beautiful bouquet of flowers, celebrations continued the following day with a luncheon attended by family and friends.



Karen McCusker, Administrator and Volunteer Coordinator at Rockhampton Meals on Wheels presents client Alma Lowry with a bouquet of flowers in honour of her 100th birthday.

An advertisement for French Maid products. It features two 1-litre bottles of dressing: Vegan Mayonnaise (egg free & dairy free) on the left and Buttermilk Ranch (made with free range egg) on the right. In the center, a sandwich is topped with the dressing, fresh spinach, tomatoes, and other vegetables. The background is a blurred green field. The French Maid logo is in the top left corner.

Get inspired with our new products

Vegan Mayonnaise & Buttermilk Ranch

For further information & free sample contact your Groenz Representative
Mike Spann Ph 0437778593 mspann@groenz.com.au www.groenz.com.au

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:

lisa.lowe@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.



Previously iCRM

"We made the switch to Polixen and we are amazed at how **powerful** the application can be!"
- Tweed Heads Meals on Wheels



POLIXEN

- ➔ DEX & NDIS Reporting
- ➔ Design your own reports
- ➔ Home Care Package ready
- ➔ Cloud hosted with 24/7 phone support

Simple, powerful and 100% customisable



SOFTWARE FOR MEALS ON WHEELS & AGED CARE ORGANISATIONS

info@polixen.com

Polixen
Wollongong, NSW 2500

MORE INFORMATION
www.polixen.com

Sunnybank Salisbury Meals on Wheels go 'crackers' in July

Its' beginning to look a lot like Christmas in July...or it was for Sunnybank Salisbury Meals on Wheels when they hosted their annual Christmas in July luncheon at Club Southside in upper Mt Gravatt on 17 July.

Taking advantage of the cooler weather, over 100 staff, volunteers, clients and guests pulled crackers, swapped jokes and donned the obligatory paper hat for an early celebration of the festive season.

Sunnybank Salisbury Meals on Wheels President, Roslyn Broom said the annual luncheon is a much-anticipated event that is enjoyed by all. "All our clients and volunteers are invited; it is our way of thanking our volunteers for all that they do, and it is a fun, social outing for our clients."



Gatton Meals on Wheels tee off with annual client and volunteer luncheon

Gatton Meals on Wheels held their annual client and volunteer luncheon at the Jubilee Golf Club in Gatton on Wednesday 21 August.

Over 100 guests enjoyed a two-course lunch, as well as lucky door prizes and raffles.

President of Gatton Meals on Wheels, Kevin Saxby thanked volunteers for their ongoing support of the Service and also took the opportunity to provide updates on such topics as the NDIS, Home Care Packages and policies and procedures at the Service.

Gatton Meals on Wheels thanked Toyota Gatton and Suncorp Insurance who were major sponsors of the luncheon.



Ready, willing and able.

Keep all types of food fresh and hot. Turbofan's new Holding Cabinets are essential for all food service operations, allowing you to serve more covers with less food wastage. Choose from 8 different models of Holding Cabinets based on the capacity of your commercial kitchen.



To find out more about how you can experience the new Convotherm 4 way of cooking, contact Moffat on 1800 023 953 or visit www.moffat.com.au

turbofan
CONVECTION OVEN SYSTEMS

- 5 1/1 GN Gastronorm tray capacity
- 85mm tray spacing
- Compact 610mm width
- Full stainless steel exterior
- 2 speed bi-directional reversing fan system
- 5.8kW heating power
- Moisture injection mode (5 levels)
- Dual halogen oven lamps
- Safe touch vented side hinged door (available left hinged only) Digital display Time and Temperature controls
- Large easy view 20mm high displays
- Electronic thermostat control
- Electronic timer
- Manual mode and Program mode
- 20 programs with 3 stage cooking and stage end alarms
- Designed for individual use or system installed with Turbofan E33 Convection Ovens
- 10 1/1 GN pan capacity
- 74mm tray spacing
- Compact 610mm width
- 220-240V plug-in 10A cordset fitted
- 1200W cabinet heating
- Electronic temperature control
- Low velocity circulation fan system
- Dual halogen cabinet interior lamps
- Cabinet drain to condensate pan Digital display Time and Temperature controls
- Large easy view 20mm high displays
- 3 hold timers



E33D5



H10D

MOFFAT

moffat.com.au

Spotlight on ... Ken Edwards

Recently appearing on the list of the Wynnum Herald's 'top 30 most influential people who make the Wynnum-Manly community a great place to live', Ken Edwards has served as President of Wynnum Manly Meals on Wheels since 1995.

Although incredibly honoured to receive the accolade that is given to people who are doing great things, the humble volunteer doesn't look for any acknowledgements of his service to the community.

"I don't look for any special thanks for what I do," says Ken. "I have continued volunteering with Wynnum Manly Meals on Wheels for as long as I have because I enjoy it and there is still so much to do."

When first taking over the presidency in 1995, Ken correctly predicted that the Wynnum Manly area would quickly experience population growth and realised that the current kitchen would not meet the Service's long-term needs.

"The kitchen was too small and there was no room to expand," Ken remembers. "And the volunteers were forced to sit on milk crates in the carpark as there were no facilities for them. I started fundraising and lobbying council and parliament to get land that we could build on."

Attending a National Conference in the early days of his presidency, Ken says listening to a presenting motivational speaker really inspired him to chase his goal of new premises for the Service. "His words really encouraged me to bring my vision to a reality; he encouraged me to expect setbacks but to be motivated by my end goal and not give up."

With a lot of hard work and determination, Ken was successful in raising over 2.8 million dollars to build new premises for Wynnum Manly Meals on Wheels, with construction completed this year. "It has been a long journey for our Service; I have been with the project from the beginning, working with engineers and consultants, and making sure it has been on budget and completed on time.

"There is still so much to be done but the new kitchen will allow us to continue growing well into the future. We can now bring our clients into the Service for meals, which we especially like to do on their birthdays, and our volunteers have a lovely space to feel at home in."



With his goal finally achieved, you would be excused for thinking that Ken would be ready to hang up his fundraising boots and relax, however there is no stopping the much-loved President of Wynnum Manly Meals on Wheels. "My new bucket list includes a garage and a bus so that we can pick up our clients and bring them into the Service."

Wynnum Manly Meals on Wheels has won a multitude of business awards during Ken's presidency, including several Business Achiever Awards and Hall of Fame wins and says the key to a successful Service is being willing to move with the times.

"It is imperative that Meals on Wheels Services are run as a business even though we are non-for-profit and volunteer based," Ken shares. "We have to remain current and independent, employ paid employees as well as engage volunteers, and ask for help when needed."

Ken served as President of Queensland Meals on Wheels between 1999 – 2004, taking over the position from Meals on Wheels legend, Mary Lowe. "She was a hard act to follow."

With his 87th birthday approaching, Ken says he may soon take a step back from his commitments and enjoy more time with his wife "The time is coming when I will need to step aside for the next person, but I will be there to help with the transition, even if it's from afar."

Ken is also the President of the National Servicemen's Association of Australia's Bayside branch.

The New Financial Year and Home Care Packages

The start of a new financial year is always a good opportunity for Member Services to do a complete audit of business operations. This may include finances, operating procedures, policies and procedures or, in this instance, auditing clients to ensure they are being accounted for under the correct funding source and invoiced accordingly.

When speaking with Member Services about Home Care Packages I usually start the conversation with a question – *“Have you done an audit of your clients to check if anyone is on a home care package?”*

Surprisingly, the answer is usually no. More often than not, some Services respond by saying they don't have any clients on a home care package; however, without a thorough investigation, Member Services may be unaware of the fact that they do in fact have a client on a home care package and the Service is incorrectly claiming that client under CHSP funding.

All Meals on Wheels Services need to ensure their clients are only utilising the funding source for which they qualify for. Once a client receives a home care package, they no longer qualify for a CHSP subsidy toward the cost of their meals and must receive support for the preparation and delivery portion of their meal through their home care package and contribute a co-payment toward the cost of the raw food ingredients.

With the announcement earlier this year by the Commonwealth Government that it had released an additional 10,000 home care packages, many Member Services may have clients who have transitioned to one of these available packages but have neglected to advise their Meals on Wheels Service of their change in circumstance.

Now that we are well into the new financial year, it is also timely for Member Services to assess meals prices to ensure they are the most up-to-date reflection of what it costs to produce a meal, taking into account all current and future expenses.

Services should have meal prices structured around the five different funding streams - CHSP, HCP, NDIS, QCSS and full commercial rate. Calculating the different pricing structures may entail a little work up front, but it is imperative that Member Services make the effort to establish a pricing structure that will ensure the long-term viability of their business. Any Meals on Wheels Service needing support in this area can contact Queensland Meals on Wheels Business Manager, Mark Love who can provide your Service with a financial health check.

The introduction of consumer directed care has meant that Meals on Wheels Services have had to learn to market their businesses not only to potential clients but to home care package service providers. This has been a challenging exercise for all Meals on Wheels Services as they navigate complicated contracts and losing clients to service providers intent on keeping valuable funds within their own organisations by providing meal supports themselves. However, as a community of providers, we have little option but to continue our efforts to market to service providers, demonstrating that Meals on Wheels is an attractive business partner when incorporating meal supports into their clients' care plans.

There are currently over 900 home care service providers across Australia. While this is obviously a large number of organisations for Member Services to negotiate with, it also represents an enormous potential for Member Services to establish valuable partnerships that will bring extra revenue into Services.

The Commonwealth government launched its new look My Aged Care website in July with mixed responses from Meals on Wheels Services as to its user-friendliness. However, this website is still the best source for accessing information about what home care package service providers are operating in your area. Member Services can utilise this information to contact service providers and promote the fact that Meals on Wheels is ready to do business. Sample letter, promotional flyer and marketing material templates are available in the Members Section of the QMOW website to assist Services with marketing to home care package providers.

To access information about what Service Providers are operating in your area:

- Go to: www.myagedcare.gov.au
- Click on: Find a provider
- Select: Help at home
- Enter: Suburb or postcode information
- Select: Home care package level 1-4 to find the list of Service Providers operating in your area (or select Meals and other food services to see the list of other meal delivery services are operating in the area).

Please contact Lisa Lowe at Queensland Meals on Wheels should you require support regarding home care packages or Mark Love should you require support regarding finance and meal pricing.

Vale Linda Law

Queensland Meals on Wheels is saddened to share the news of the sudden passing of former long-term employee of Nambour Meals on Wheels, Linda Law on Friday, 2 August 2019.

Linda served the community of Nambour as Coordinator at Nambour Meals on Wheels for 26 years before retiring in May this year.

In a celebration of her life held at Crushers Leagues Club in Nambour on Saturday, 10 August, Linda was remembered by her family and friends as someone with a huge heart who always thought of others and never sought recognition for her service to the community.

A well known and respected member of the Nambour community, over 100 guests attended an afternoon tea to honour Linda and share precious memories, including Sunshine Coast Regional Councillor, Greg Rogerson and previous State Member for Nicklin and Patron of Nambour Meals on Wheels, Peter Wellington.

Queensland Meals on Wheels extends its condolences to the family of Linda and acknowledge her outstanding contribution to the Meals on Wheels sector.



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 Chermshire, 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.

I drive anywhere - wherever I am needed. 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. These include numerous 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. When you do so, it is good evidence at audit time to record on your Food Recall Form / Food Incident Form that you have checked your stock on hand for affected product. This shows awareness and good due diligence.

Some recent recalls include:



- Coles Fresh Full Cream Milk – 20/06/19 - This recall was due to microbial (E.coli) contamination.
- The Egg Basket Eggs – 14/06/19 - The recall was due to potential microbial (Salmonella Enteritidis) contamination.
- Ingham Sweet Chilli Chicken Kiev - This recall was due to Potential foreign material contamination (blue rubber)

Chef Solus Food Safety Crossword Puzzle

NOURISH



Across

- 6 Keep cold food cold and hot food _____
- 7 An ice _____ will keep your lunch cold
- 8 Wash your hands before you _____
- 9 Bacteria grow rapidly in the danger _____ (rhymes with cone)
- 11 Milk, eggs and yogurt should be stored in the _____
- 12 Slice veggies on a clean cutting _____
- 13 Keep food _____ in the refrigerator
- 14 Bacteria begins to grow on perishable food within _____ hours if not refrigerated.
- 15 Don't leave food out for more than two _____

Down

- 1 Warm water and _____
- 2 Raw meat should _____ touch fruit
- 3 Germ is another word for _____
- 4 Use a meat _____ to check the temperature
- 5 You can see bacteria: True or False
- 10 Wash both of these for 20 seconds to kill germs.



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

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

BUG OF THE MONTH . . .

E.coli

Source: Food Standards Australia – Agents of Food Borne Illness

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 (i.e. >75°C), adequate temperature control of cooked foods, clean premises; thorough cooking and rapid cooling; avoid cross-contamination.

Previous Edition's Quiz - True / False Statements

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) (1 point for each one correct)

- Pregnancy
- Elderly (generally considered over 65 to 70 years old)
- Diabetes
- Leukaemia
- AIDS
- Liver or kidney disease
- Ulcerative colitis
- Cirrhosis
- Cancer
- Transplant patient
- Taking an immune suppressing medicine like prednisone or cortisone

ALL OF THE ABOVE – Give yourself one point for each one you selected

What can be the results of serious Listeria infection

(Mark as many as you think) (1 point for each one correct)

- Severe illness in unborn or new born babies
- Severe blood infection
- Brain infections including meningitis or encephalitis
- Infections in the bones, joint, chest and abdomen
- Miscarriage
- Death

ALL OF THE ABOVE – Give yourself one point for each one you selected

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) (1 point for each one correct)

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

ALL OF THE ABOVE – Give yourself one point for each one you selected

How can you kill Listeria infection in food?

- Cooking *Give yourself one point*

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

- 24 hours *Give yourself one point*

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

- 5°C or below *Give yourself one point*

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 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'

**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.*

Grant monies benefit Meals on Wheels Services

Five Meals on Wheels Services across Queensland are thrilled to have received news that their applications to receive grant monies from the Gambling Community Benefit Fund have been successful.

Fraser Community, Broadbeach, Atherton, Gin Gin and Gympie Meals on Wheels Services each applied to the grant's February Round 100 in the hope of receiving financial support to purchase much needed items for their Service.

Secretary at Atherton Meals on Wheels, Judy Wyatt said the grant could not have come at a better time. "We have spent the last few months trying to keep the old dishwasher and oven going, however the parts have been hard to source, and the repairs have been costly," said Judy. "Both appliances were purchased over 10 years ago and have outlived the usefulness. We produce over 200 meals each week and our meal numbers are consistently increasing. It important that we have equipment that is energy efficient and will streamline kitchen operations."

The successful Meals on Wheels grant recipients are receiving funding to purchase the following:

- Fraser Community – Blast chiller \$34,645
- Broadbeach – Solar Panels \$34,417
- Atherton – Commercial Dishwasher and Industrial Oven \$20,330
- Gin Gin – Freezer \$5598
- Gympie – Car and new windows \$19,500

To learn more about the Gambling Community Benefit Fund and how to apply for a grant go to:

www.gamblingcommunityfund.qld.gov.au



Bring more flavour with a delicious French Maid Relish

Improved Recipe

Tomato Relish **New York Style Relish**

Serve with -
Cheese or meat platters
Pies, pastries and meatloaf
Sandwiches, rolls or burgers
Sausages or BBQ meats

✓ Suitable for Vegan diet
Natural Colour and Flavour

For further information please contact
Mike Spann Ph 043 777 8593 mspann@groenz.com.au www.groenz.com.au



Cairns Meals on Wheels celebrates 50 years of service



In recognition of her service to Cairns Meals on Wheels as being the first volunteer to deliver meals in 1969, Connie Woodward was given the honour of cutting the celebratory cake. Connie is joined by CMOW President, Joan Cadman

Marking an incredible 50 years of supporting the community, Cairns Meals on Wheels (CMOW) celebrated by hosting a luncheon at the Kangaroos Football Club on 27 July 2019.

Attended by staff and volunteers, special guests included Mike Schramm, past Vice-President of CMOW and Connie Woodward, who delivered the first meals in Cairns in 1969.

Guest speakers included past President Bob Collyer, who served as CMOW President for 21 years; Katrina Faulkner, past Treasurer of CMOW and current Finance Committee Chair and Director of QMOW Ltd Board; and Joan Cadman, current President of CMOW.

Ms Faulkner acknowledged the outstanding dedication of CMOW staff and volunteers, both past and present, who she said had collectively contributed to the success of the Service in reaching its 50 year milestone, before presenting the President with a special plaque on behalf of Queensland Meals on Wheels.

An entertaining slideshow of photos of past and present volunteers was provided by CMOW volunteer, Donna Palmer. Original volunteer Connie Woodward cut the anniversary cake.

President Cadman wrapped proceeding by saying she is very proud of the great service offered by CMOW to clients and of its commitment of providing 'more than just a meal'. "In addition to having a choice in menu, we provide a free Cairns Post courtesy of sponsorship by St John's Community Care and free delivery of medication packs."

A step back in time.....

In 1968 a Public Meeting was held in the Cairns City Council Chambers to consider the formation of a Meals on Wheels Service in Cairns. The motion was successfully passed and the various churches in Cairns accepted the responsibility of running this Service while the Rotary Club of Cairns North agreed to finance the Service. A second-hand shop was set up in premises at Edge Hill to assist in raising finances. The first Director was the Rev. Delbridge of the Methodist Church and the Service operated from the Young Australian League building in Martin Street.

Cairns Meals on Wheels commenced meal deliveries in February 1969 with a total of five meals being distributed.

During the early 1990's, a second Meals on Wheels Service was introduced which worked out of the S.E.S. building at Trinity Beach. This Service was named Marlin Coast Meals on Wheels, and continues to successfully operate today. Initially the meals were cooked by Cairns Meals on Wheels and delivered by Cairns volunteers to Marlin Coast volunteers by the side of the road between the two Services.

By 2002 the Young Australian League building was operating as Tropicana Lodge and in 2005 Cairns Meals on Wheels moved to a new kitchen at Cannon

Park Racecourse. This was a challenging period for the Cairns Service as the building of the new kitchen was not completed in time for the move. During the transition, staff worked out of a kitchen at Stratford and then ferried meal eskies to Cannon Park Racecourse. The meal eskies were collected by volunteers from under a large shady tree at Cannon Park, with meals continuing to be delivered to clients as normal – where there is a will, there is a way!

Cannon Park Catering was formed, and Cairns Meals on Wheels expanded by catering for private functions at the Cannon Park Racecourse. This was an extremely busy time for the Service and the wonderful volunteers who were always there when needed.

In 2008 the Cairns Regional Council voted in favour of allowing Cairns Meals on Wheels to work out of the

kitchen in the Council's Barlow Park Stadium. Since then, a number of renovations have been carried out to create a first-class commercial kitchen which enables the Service to work efficiently, producing over 1,000 nutritionally balanced meals for their many clients, each week.

Innovation reminds at their core and in 2019 Cairns Meals on Wheels formed a partnership with Queensland Meals on Wheels, Medication Packing Services and Calanna Pharmacy, enabling the Service to run a Pilot Scheme delivering medication to clients.

Today, Cairns Meals on Wheels deliver an average of 232 meals each day, to a client base of over 300 people, with assistance from over 125 volunteers.

Proserpine Meals on Wheels turns 45

Celebrating 45 years of service to the community, Proserpine Meals on Wheels hosted an afternoon tea on 6 May, with over 50 people coming together to share their memories of the Service.

Past and present volunteers joined with committee members and special guests, Queensland Meals on Wheels Chairperson, Tony Charlesworth and Whitsunday Regional Council Mayor and Deputy Mayor, Andrew Wilcox and John Collins at the Uniting Church Hall in Proserpine for an afternoon of festivities.

Proserpine Meals on Wheels coordinator, Helen Maynard-Turner called on Mr Charlesworth to present nine past and present volunteers with certificates and a small gift of appreciation for their outstanding 20 plus years of service.

"We are so thankful for the contribution of these volunteers; it is because of their dedication that Proserpine Meals on Wheels is able to continue

successfully supporting the community 45 years on," said Helen.

A further four volunteers who were unable to attend the event were presented with their certificates and gifts at a later date.

Given the honour of cutting their celebratory cake were three volunteers who have supported the Service for several decades - Myrtle Evans, Audrey Hinschen and Lyn Rasmussen. "These ladies have each given over 40 plus years of service to Proserpine Meals on Wheels, either by cooking in the kitchen or delivering the meals," said Helen.

Proserpine Meals on Wheels commenced its operations in 1974 with a delivery of just 12 meals; however, through the dedication and hard work of volunteers and committee members throughout the years, the Service delivered over 12,000 meals last financial year.



Guests finished celebrations with a sweet slice of celebratory cake



Recipe Resource

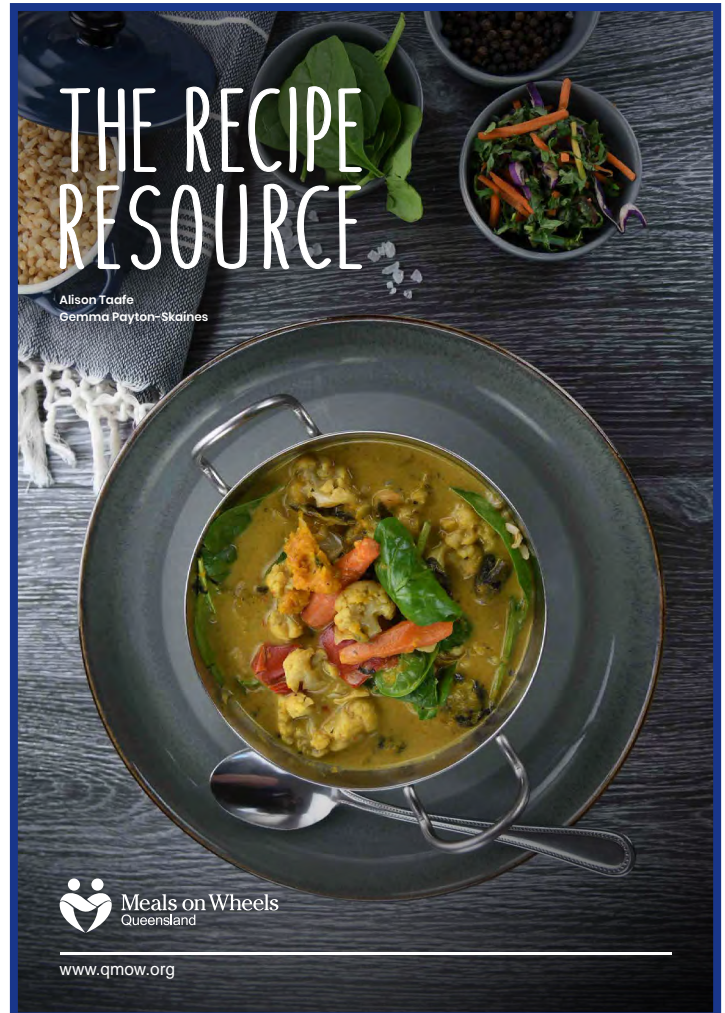
It seems a long time ago when we went through the procurement process and selected the Institute of Culinary Excellence (ICE) to develop the Recipe Resource. A lot of time and effort has gone into the Recipe Resource and the end product is fabulous.

Working with the team from ICE and some of the cooking kitchens has been extremely rewarding and I thank all of those involved for their ideas and feedback.

Although the photos and the recipes take centre stage there has been a great deal of work done in the background to ensure that these recipes meet the National Meal Guidelines. In addition to the recipes there are chapters regarding food safety, food storage, kitchen operations, etc. that I hope people will take some time out to read as there is great information provided.

You can locate the Recipe Resource on our website: qmow.org in the Members Area.

Nathan Hammond
Meal Operations Officer



EASY

SWEET POTATO AND CARROT SOUP



SERVINGS 20

PREPARATION 15mins

COOKING 45mins

INGREDIENTS

2.25kg sweet potatoes, peeled and cut into 2cm cubes
1.25kg carrots, peeled and coarsely chopped into 2cm pieces
100ml olive oil
50g butter
500g onions, peeled and finely chopped
4 tbsp (20g) crushed garlic
1 tbsp dried oregano
3L vegetable stock, hot
750g sour cream
Salt and ground black pepper
Crusty bread with butter, to serve

METHOD

- Heat fan-forced oven to 200°C (210°C for conventional oven).
- Place sweet potato and carrots on a large baking tray, and drizzle with the olive oil. Season well with salt and pepper and toss to cover with the oil.
- Roast the vegetables in the oven for 30 to 40 minutes or until tender and starting to turn golden brown.
- Meanwhile, heat the butter in a large saucepan on a low heat and cook onions for about 5 minutes until soft (without colouring the onion).
- Add garlic and oregano and stir for 1 minute and then add the vegetable stock. Bring to the boil, then reduce heat and simmer for 8 to 10 minutes, then set aside.
- Transfer the roasted vegetables to the saucepan and use a hand blender to process until smooth. Finally, add sour cream and blend through to combine.
- Add salt and pepper to taste.
- Reheat to boiling before serving.

HANDY TIPS

This soup can be made from other starchy vegetables e.g. pumpkin in place of sweet potato. The soup does not contain any gluten products, simply serve without bread to make suitable for Gluten Free (GF) diets.

SCALING THE RECIPE INSTRUCTIONS ON PAGE 9

Quantity	Sweet potatoes	Carrots	Olive oil	Butter	Brown onion	Crushed garlic	Dried oregano	Vegetable stock	Sour cream
1	12.5g	62.5g	5ml	2.5g	26g	1g	0.1tbsp	60ml	37.5g



SOUPS | MAINS | DESSERTS

EASY

VEGETABLE MEDLEY STEW



SERVINGS 20

PREPARATION 15mins

COOKING 50mins

INGREDIENTS

150ml olive oil
400g onion, peeled and cut into medium dice
6 tsp (30g) crushed garlic
3 tbsp tomato paste
1 tbsp dried thyme
2.5L vegetable stock, hot
1.5kg cauliflower, stalk removed and cut into 2cm pieces
600g carrots, peeled and cut into 2cm pieces
600g mushrooms, sliced thickly
400g red capsicum, core removed, de-seeded and cut to 2cm cubes
1.25kg frozen peas
5 x 410g cans broad beans
5 x 410g cans crushed tomatoes
Salt and freshly ground black pepper
2.3kg brown rice, cooked or steamed

METHOD

- In a large pot, heat half the olive oil over a medium heat.
- Add onions, garlic, tomato paste and thyme. Cook, stirring occasionally, until onions are soft.
- Add in half of the vegetable stock and the cauliflower. Bring to the boil and cook for approximately 5 minutes, until cauliflower is soft.
- Allow to cool and purée with hand blender until smooth.
- Heat remaining olive oil in another large pan and add carrots and mushrooms. Cook for 2 minutes, then add capsicum. Cook for a further 5min.
- Add the carrots, mushrooms and capsicum into the cauliflower purée along with peas, broad beans and crushed tomatoes. Bring to a boil.
- Add remaining stock and salt and pepper. Return to a boil and reduce to a simmer.
- Cook for 20 minutes uncovered on a medium heat until stew has thickened.
- To meet nutritional requirements, serve with a minimum of 115g of brown rice.

HANDY TIP

Broad beans can be substituted for any canned beans the kitchen has in stock, such as kidney beans, cannellini beans, black beans or butter beans.

SCALING THE RECIPE INSTRUCTIONS ON PAGE 9

Quantity	Olive oil	Onion	Crushed garlic	Tomato paste	Dried thyme	Vegetable stock	Cauliflower	Carrots	Mushrooms	Red capsicum	Frozen peas	Broad beans	Crushed tomatoes	Brown rice
1	7.5ml	20g	15g	0.15tbsp	0.05tbsp	25ml	100g	30g	30g	20g	62.5g	102.5g	102.5g	115g



EASY

QUINOA AND SWEETCORN SALAD



SERVINGS 20

PREPARATION 10mins

COOKING 20mins

INGREDIENTS

- 2kg quinoa grains, uncooked
- 100ml olive oil
- 1.5kg frozen peas
- 4 x 410g cans of corn kernels, drained
- 1kg red capsicum, core removed, de-seeded and chopped
- 5 tsp (25g) crushed garlic
- 2 tsp paprika
- ½ tsp dried rosemary
- 200ml lime juice
- ½ cups sunflower seeds, finely blended in a food processor
- 400g baby spinach leaves, washed
- Salt and pepper, to taste

METHOD

- Place the quinoa in a fine-mesh strainer. Rinse thoroughly under running water.
- Place the quinoa in a large pot and cover with cold water. Bring to the boil and cook for 15 minutes. Remove from the heat and let stand, covered, for a further 5 minutes. Set aside.
- Heat the olive oil in a large saucepan over medium heat and cook the peas, corn and capsicum for 2 minutes.
- Add the crushed garlic, paprika, rosemary, lime juice, sunflower seeds, salt and pepper and cook for a further 5 to 7 minutes, with a lid on, stirring occasionally.
- Add the quinoa to the vegetable mix and gently stir to combine.
- Serve, topped with a handful of baby spinach leaves.

SCALING THE RECIPE INSTRUCTIONS ON PAGE 9

Quantity	Quinoa grains	Olive oil	Frozen peas	Corn kernels	Red capsicum	Crushed garlic	Paprika	Dried rosemary	Lime juice	Sunflower seeds	Baby spinach
1	100g	5ml	75g	80g	50g	1.25g	0.16cup	0.075 tspsp	10ml	0.075 cups	20g

www.qmow.org

THE RECIPE RESOURCE 29



EASY

CHICKEN, TOMATO AND BASIL PASTA

SERVINGS 20

PREPARATION 20mins

COOKING 15mins

INGREDIENTS

- 2kg penne pasta
- 200ml olive oil (100ml for cooked pasta and 100ml for cooking)
- 3.25kg skinless chicken breast, thinly sliced
- 600g brown onions, peeled and thinly sliced
- 6 tsp (30g) crushed garlic
- 600g button mushrooms, sliced
- 5 x 410g cans crushed tomatoes
- 30g brown sugar
- ½ cup fresh basil leaves, torn into pieces
- Salt and freshly ground black pepper, to taste
- 300g grated parmesan cheese

METHOD

- Bring to the boil a large saucepan of salted water. Add penne pasta and cook, following packet directions, until tender. Drain and mix through half of the olive oil (100mls) to prevent pasta from sticking together.
- Meanwhile, heat the half of the remaining oil (50ml) in a large, heavy based saucepan over medium heat. Add half of the chicken, and cook for approximately 2 minutes, until pink colour has changed to white. Set aside and repeat with remaining chicken.
- Heat the remaining oil in the same pan over medium heat. Add onion and garlic, and cook for 3 minutes or until onion has softened. Add mushrooms and cook for a further 2 minutes.
- Add crushed tomatoes and sugar. Bring to a simmer and stir occasionally for 5 minutes or until slightly thickened.
- Add cooked chicken and continue to simmer for a further 3 minutes.
- Finally, add cooked pasta and basil leaves (torn into pieces) to the tomato mixture and toss to combine.
- Season with salt and pepper. Serve with parmesan cheese.

HANDY TIPS

You could use different types of pasta with this sauce such as shells, macaroni, fettuccine, etc. You could also serve with salad leaves (with a dressing) and crusty bread. Choose a gluten free pasta for this dish to make suitable for a gluten free dietary option. Serve without the parmesan cheese to make this dish suitable as a lactose free dietary option. Simply replace the chicken with tofu to make this recipe suitable for Vegetarian (V) and Vegan (Vg) diets.

SCALING THE RECIPE INSTRUCTIONS ON PAGE 9

Quantity	Penne pasta	Olive oil	Chicken breast	Brown onions	Crushed garlic	Button mushrooms	Cans crushed tomatoes	Brown sugar	Basil leaves	Grated parmesan
1	100g	10ml	162.5g	30g	15g	30g	100g	15g	0.0275 cups	1g



EASY VEGETARIAN

APPLE AND RHUBARB CRUMBLE

SERVINGS 20

PREPARATION 20mins

COOKING 60mins

INGREDIENTS

- 2tbsp butter
- 125kg rhubarb, cut into 2cm pieces
- 3 cups caster sugar
- 1kg Granny Smith apples, peeled, cored and cut into 2cm cubes
- CRUMBLE**
- 4 cups plain flour
- 2 cups rolled oats
- 1 cup brown sugar
- 1 cup coconut
- 300g unsalted butter

METHOD

- Pre-heat oven to 180°C.
- Heat butter in a large saucepan over low heat. (Be careful not to colour the butter).
- Add rhubarb, apples and sugar and cook for approximately 15 minutes, stirring frequently.
- Cook until the fruit is soft.
- Spoon mixture into a lightly greased baking tray or pan.
- To make the crumble, combine flour with butter and use your fingertips to form a breadcrumb like mixture.
- Then add sugar and oats and stir to combine.
- Place crumble mix over the top of the fruit and bake at 180°C for approximately 25 minutes.
- Serve with double cream.

CHEF'S ALTERNATES

As an alternate, spoon mixture into store-bought tartlet cases. Sprinkle the crumble mix over each tart and bake for 15 to 20 minutes or until crumble is golden brown on top. Serve with either whipped cream, ice cream or custard. You can use canned diced apple and mixed frozen berries in place of the rhubarb and apples to cut down on preparation time.

www.qmow.org

THE RECIPE RESOURCE 8



EASY

BAKED RICE PUDDING

SERVINGS 20

PREPARATION 10mins

COOKING 1hr 30mins

INGREDIENTS

- ½ cup medium grain white rice
- 3L milk
- 3 tsp vanilla essence
- ½ cup caster sugar
- 75g butter, chopped
- 3tbsp caster sugar, extra
- 125L thickened cream, to serve

METHOD

- Pre-heat fan-forced oven to 160°C (170°C for conventional oven).
- Place the rice in a large ovenproof dish.
- In a large bowl, combine the milk, vanilla essence, and sugar. Pour over the rice and stir to combine.
- Cover with aluminium foil and bake for 1 hour. Remove the foil and stir, then continue to bake, uncovered for a further 20 minutes.
- Top with the butter, sprinkle with the extra sugar and bake for 10 minutes or until the top is golden.
- Serve with cream, if desired.

HANDY TIP

Replace the ½ cup caster sugar for ¼ cup caster sugar and ¼ cup cocoa powder to make a chocolate flavoured rice pudding.

SCALING THE RECIPE INSTRUCTIONS ON PAGE 9

Quantity	White rice	Milk	Vanilla essence	Caster sugar	Thickened cream	Butter
1	0.0875 cups	10ml	0.01cup	0.025 cups	83.5ml	37g

Queensland Meals on Wheels tackling the silent health epidemic facing older Australians

What started as a conversation between Meals on Wheels Australia and state peak bodies regarding the need to create a recipe resource as a companion to the National Meal Guidelines released in 2017, has resulted in the launching of a Recipe Resource eBook.

Leading the charge to tackle alarming percentages of older Australians living in the community who are either malnourished or at risk of malnutrition, Queensland Meals on Wheels collaborated with Meals on Wheels Australia and the Institute of Culinary Excellence to develop a recipe resource that could be utilised by Meals on Wheels Services across Australia to specifically meet the nutritional needs of older people.

Officially launching the Recipe Resource eBook during a special event held in conjunction with National Meals on Wheels Day on August 28, Queensland Meals on Wheels, Meals on Wheels Australia and the Institute of Culinary Excellence invited guests to enjoy a delicious selection of recipes available from the eBook.

Meals on Wheels Australia President, Sharyn Broer said, “we are excited to launch the Recipe Resource eBook as a companion to the Meals on Wheels Australia National Meal Guidelines. Each recipe is tailored to the nutritional needs of older Australians and will be a valuable reference for meals services around the country.”

Tony Charlesworth, Queensland Meals on Wheels Chairperson said of the Recipe Resource, “our Board takes our leadership role in the Aged Care Sector very seriously. Providing our network of Services in Queensland, and across the nation, a resource that takes the National Meal Guidelines and turns them into meals that are both nutritious and delicious, is an achievement we are all very proud of.

“Supporting older people to eat well and stay independent is a privilege to be a part of; it is important as a trusted member of the community that we continue to meet the ever-changing landscape of aged care. This Recipe Resource is an important tool that allows our Meals on Wheels Services to deliver care and empathy with every one of our nutritionally balanced meals, making recipients and their families feel safe, supported and a member of the wider community,” said Tony.

Queensland Meals on Wheels Chief Executive Officer, Evan Hill added that supporting Meals on Wheels Services to tackle malnutrition in their communities is a key focus of Queensland Meals on Wheels.

“The Recipe Resource eBook has been built in consultation with a number of Meals on Wheels kitchens and is designed for our Services to readily put these great tasting and nutritious recipes into practice. These meals will be delivered by our



amazing volunteers across the State; eating well is so important for older people and our volunteers double down on that investment by providing a daily check-in that is friendly, kind, encouraging and honest, supporting people to stay home and stay independent,” said Evan.

Tony Charlesworth further said, “we see the release of this Recipe Resource as only the beginning. At Meals on Wheels we would love to develop more Recipe Resources in the future with a view to specifically addressing the more complex dietary requirements and preferences that are becoming more common within the community.”



Above: Gemma Payton-Skaines & Alison Taafe from ICE

The Institute's CEO Alison Taafe said the Recipe Resource was created not as a textbook but as a contemporary and visually inspiring cookbook designed for Meals on Wheels Services. “It's filled with amazing recipes that are based on the National Meal Guidelines; they're healthy and look beautiful. Every meal has been developed with the correct amount of protein, carbohydrates and fats for older Australians. They've been developed specifically with Meals on Wheels kitchens and clients in mind. We've also made provision for substitutions and alternatives to cater for differing tastes, dietary requirements and seasonality.

“It's been a personal objective of mine to do this; Irene's Cottage Pie is named after one of my

Mum's favourite dishes. She inspired me to do a lot of cooking catering to someone with swallowing challenges and specific dietary requirements. These recipes have been developed to make the day of the older Australian's receiving them. We like to say each meal is nutrition, entertainment and a little bit of love delivered to their door.”



Above: President of MOWA Sharyn Broer





RHQ

REFRIGERATION HOUSE OF QUEENSLAND

SERVICE

3808 6000

ALL SUBURBS - 24 HRS - 7 DAYS

**COMMERCIAL REFRIGERATION & ELECTRICAL
REPAIRS - MAINTENANCE - DESIGN - INSTALLATION**

www.rhq.net.au

END OF AN ERA FOR Oakey Meals on Wheels



Oakey Meals on Wheels President, Cynthia Cronin presents Toowoomba Meals on Wheels Chairman Bill McMillan with a cheque representing final funds of the Service. Pictured is the Reverend Linda Hamill; Manager of Toowoomba Meals on Wheels, Chris Taylor; Chairman of Toowoomba Meals on Wheels, Bill McMillan; Secretary of Oakey Meals on Wheels, Marg Spencer; President of Oakey Meals on Wheels, Cynthia Cronin; and Oakey Meals on Wheels Committee Member, Kathy O'Brien.

It was a bittersweet moment for the Committee of Oakey Meals on Wheels, with its July 8 meeting signalling both the end of an era and an exciting new beginning for the Service.

Wrapping up operations after an outstanding 40 years of service in the Oakey region, the Oakey Meals on Wheels Committee officially handed over the reins of meal services in Oakey to Toowoomba Meals on Wheels during a meeting that was a mixture of formalities and reminiscing.

President of Oakey Meals on Wheels, Cynthia Cronin said it was a difficult decision for the Committee to

conclude its operations in the Oakey region, and they'd spent several months exploring viable options to ensure the community of Oakey would still receive meal services.

"With all our committee members in our eighties and nineties, we knew it was time to put in place a succession plan," said Cynthia. "We were unsuccessful in securing new committee members or a local organisation to take over management, and our present Members were ready to take a step back after their many years of Service. We are thankful to Toowoomba Meals on Wheels for stepping in to ensure our current clients have not had any interruption to their meal services and our community will continue to receive much needed support."

The Oakey and Toowoomba Meals on Wheels Services, and Queensland Meals on Wheels, have spent the last 12 months working together to ensure a smooth transition of operations, with QMOW Field Support Officer, Kath Neilsen taking the opportunity to thank all involved. "I would like to express my appreciation to both Committees for your efforts in ensuring such an easy transition. Over the last 12 months I have made several trips to Oakey and have gotten to know you all quite well; I will certainly miss my trips out here," she said.

The Reverend Linda Hamill, from St Stephens Uniting Church in Toowoomba, was invited by President Cronin to open the final meeting in prayer, with Rev Hamill giving thanks for both the Oakey Committee's many years of service and the opportunity for Toowoomba Meals on Wheels to continue in service to the community.

"The past is relevant to how we have gotten to where we are now and changes to come will be just as significant," she said. "At some point we all have to hand the baton to someone else and hope they will be just as great."

Chairman of Toowoomba Meals on Wheels, Bill McMillan said they were mindful of the legacy that Oakey Meals on Wheels had built over the past 40 years and assured the outgoing Committee that it would respect the memory of what they started. "This is a changing of the guard; Toowoomba Meals on Wheels will strive to pass on the same level of exceptional service that Oakey Meals on Wheels has provided this community over its many years."

With the Oakey Meals on Wheels Committee Members ranging in years of service from 10 years to 30 years, there was plenty to reminisce about, and long-standing volunteer Kathy O'Brien recalled her first day of meal deliveries. "When we arrived at the first house, we discovered a man slumped over on a chair at the kitchen table. Of course, my mind jumped to the worst conclusion, however he was only asleep. I was very relieved when he popped his head up," she joked. "Our last delivery of the day was to a Mrs Faulkner. When we started our run that morning we checked if there was any order to how we delivered and was told no, however we were soon to discover that wasn't that case. Mrs Faulkner tore strips off us and said she always went first, and we never made that mistake again!"

Josie Sykes started volunteering with Oakey Meals on Wheels in 1990 and said the biggest change she had seen over the years is how the meals are now prepared and delivered to clients. "In the early days the meals were cooked at various locations around town, including volunteers' kitchens. We used to ladle the soup out of large containers into bowls or saucepans

to be heated up later for dinner. The bonus for our clients was in our having to spend a little extra time dishing up the meals, it also gave the volunteers extra time to stop and chat.”

A special morning tea was held on April 1 at the Oakey Community Centre for the 40 plus volunteers of Oakey Meals on Wheels, with special guests including a representative from the Mayor’s office, who passed on Council’s appreciation for the service the volunteers had performed in the community. Kath Neilsen and Rachael Speechley from Queensland Meals on Wheels took the opportunity to present each volunteer with a Certificate of Service, stating “we are grateful for your contribution to Oakey Meals on Wheels and the Meals on Wheels sector.”

As a final act of generosity, the Committee of Oakey Meals on Wheels gifted Toowoomba Meals on Wheels with a cheque representing all remaining funds from the organisation’s business account.

Manager of Toowoomba Meals on Wheels, Chris Taylor said he has enjoyed getting to know the Committee and clients of Oakey Meals on Wheels over past months and plans to spend more time in the community promoting client and volunteer numbers. “We have received great feedback from Oakey clients regarding our style of meals which we proudly endorse as restaurant grade. We have also introduced menu choices, which wasn’t available before.”

Toowoomba Meals on Wheels will deliver to the Oakey region on Monday, Wednesday and Friday and provide hot, chilled and frozen meals.



Oakey Meals on Wheels Committee poses for a final picture (L-R) Committee Member, Nancy Chalmers; Committee Member Kathy O'Brien; President Cynthia Cronin; Secretary Marg Spencer; and Committee Member Josie Sykes.



Volunteers of Oakey Meals on Wheels celebrate the end of an era with a special morning tea in their honour.

“The past is relevant to how we have gotten to where we are now and changes to come will be just as significant”

UQ Students deliver the good oil to staff at Queensland Meals on Wheels



University of Queensland Dietetic and Nutrition students Hei Man Chan, Tiana Morrison, Claire Smith shared their knowledge about the Mediterranean Diet with staff at Queensland Meals on Wheels

Staff at Queensland Meals on Wheels were treated to a tasty Mediterranean style lunch prepared by Dietetic and Nutritionist students from University of Queensland who visited the state office to deliver a presentation about the benefits of following a Mediterranean Diet.

Hei Man Chan, Tiana Morrison and Claire Smith are currently completing their master's degree in nutrition and are spending a semester with Mitchelton and Pine Rivers Meals on Wheels Services as part of their studies.

Espousing the benefit of adding olive oil to every dish, the students prepared bruschetta topped with fresh tomatoes and avocado and drizzled with balsamic glaze and olive oil.

The Mediterranean Diet promotes utilising plenty of fresh produce and whole foods, increasing the

intake of seafood, pulses, nuts and seeds, and limiting consumption of red meats.

As part of their studies, the students also participate in delivering a free Dietetics Clinic at UQ St Lucia, providing individualised advice and education in a wide range of areas including weight loss, diabetes, high cholesterol and blood pressure, and food allergies and intolerances.

To learn more about the free Dietetics Clinic or to book a consultation please call (08) 3365 6240.

Mediterranean Diet Benefits and Food Sources

Benefits:

- Anti-inflammatory
- Relieves arthritis
- Relieves diabetes
- Supports visual and cognitive development
- Regulates cell activity and heart and blood vessel function – reduces heart disease risk
- Aids in prevention of some cancers



Omega-3 Fatty Acids

Food Sources:

- Fatty fish (salmon, tuna, fish oil)
- Walnuts
- Flaxseed

Benefits:

- Reduces blood cholesterol level → cardiovascular disease prevention
- Helps with weight management through controlling appetite
- Blood sugar control → diabetes control/prevention
- Mood regulator via the gut-brain axis
- Regular bowel movements



Fibre

Food Sources:

- Wholegrain bread
- Some breakfast cereals
- Grains
- Fruit
- Oats
- Beans
- Vegetables

Benefits:

- Reduces heart disease risk
- Reduces risk of cancers
- Age-related disease risk decreases
- Supports immune system function
- Prevents organ damage



Antioxidants

Food Sources:

- Citrus fruits
- Berries
- Green leafy vegetables
- Carrots
- Nuts
- Sprouted pulses
- Pumpkin

REMEMBERING GREG

Following the recent passing of Past President and volunteer, Greg Franklin, Centenary Meals on Wheels share with our Members precious memories of Greg's association with the Service.....

Centenary Meals on Wheels (CMOW) committee members and volunteers are fondly remembering their Past President and volunteer, Greg Franklin, who passed away on the 5 July 2019 after a long battle with cancer.

Greg joined our Service in 2001 and was President for the years 2005-2008 and 2012-2014, as well as Vice President 2017-2018. He also served on the committee during the interim years. In the later years, Greg's wife, Maree, also formed an important role as Training Officer and committee member. Greg was awarded life membership in 2014 and was nominated by the committee for Queensland Volunteer of the Year in 2018.

During his time with our Service, Greg was a key member involved in the restructure and progression of CMOW, transitioning us from a small community-run charity towards the new model of government health provider. Greg helped us make these changes by engaging with the wider community through good communication with our clients, volunteers and the community. In 2011, when our premises were devastated by the flood, he worked tirelessly to action our emergency plans. He was active, not only in helping us to continue providing our service to clients, but was also involved in the design, rebuild and return to our premises.

Greg proved to be a strong, reliable

leader, on and off our committee. He led by example and the drive for self-improvement. He initiated positive change, fresh ideas, established new policies in line with government changes and responded to environmental disaster, economic hardship and staff and committee changes. Greg was very involved in the upgrading of our technical systems and assisting our Office Coordinator in adapting to the new government requirements. In addition to all of this, Greg was always calm, had a keen sense of humour, an infectious laugh, and was very well liked by the CMOW volunteers.

Greg grew up on a dairy farm in Clayfield, where his love of animals, particularly horses, began and lasted all his life. He attended Eagle Junction Primary School and then Brisbane Grammar School, where he excelled in rowing, rugby union and athletics. He earned a place on the Honour Board in Grammar's new gymnasium for his contribution to rowing in 1957. However, Greg was a little disappointed that he did not become a prefect when he was told, in no uncertain terms, that throwing lit crackers at girls from Brisbane Girls Grammar School was probably the reason!

Many good friends were made at BGS and some loved music the way he did. Saxophone, accordion and keyboard were the instruments he played. Two mates and Greg formed a band called "The Blues Trio". O'Connor Boat House was a popular venue for them.

After high school, Greg began a motor mechanic apprenticeship with his father's bus company, Nundah Motors. Greg continued his studies and gained his Certificate in Mechanical Engineering from the Queensland

Institute of Technology. He then found employment in TAFE as a trade teacher and was later appointed to Head of School, Business Studies, at Bundamba.

Greg was also a keen sailor, owning three sailing boats over a number of years, with each boat a little grander than the one before. His family enjoyed many enjoyable times sailing around Moreton Bay and his mechanical background certainly helped when there were breakdowns. Dancing was another hobby enjoyed by Greg and Maree, enabling them to catch up with many wonderful friends until his strength started to fail. His love of music from his younger years never faltered.

Our deepest sympathies are extended to Maree and their families. His legacy at Centenary Meals on Wheels will live on. We will always remember his smiling and welcoming face when he arrived at the office.

Thank you for everything Greg!



Greg and Maree at our 30th Anniversary Lunch, February 2019

Baby on board for past QMOW staff member

Staff at Queensland Meals on Wheels were thrilled to receive a surprise visit from past co-worker and QMOW finance officer, Naomi Jackett in early September.

Naomi left Queensland Meals on Wheels last February with the intention of travelling around Australia with her husband Shane. However, a little unexpected 'bump in the road' had different plans for the childhood sweethearts, who soon learned they were expecting their first child just prior to departing on their long-planned trip of a lifetime.

Baby Jackett is due in early November with the couple planning to resume their travel plans once baby has arrived safe and sound.



Authentic Tastes. Modern Approach



www.sandhurstfinefoods.com.au

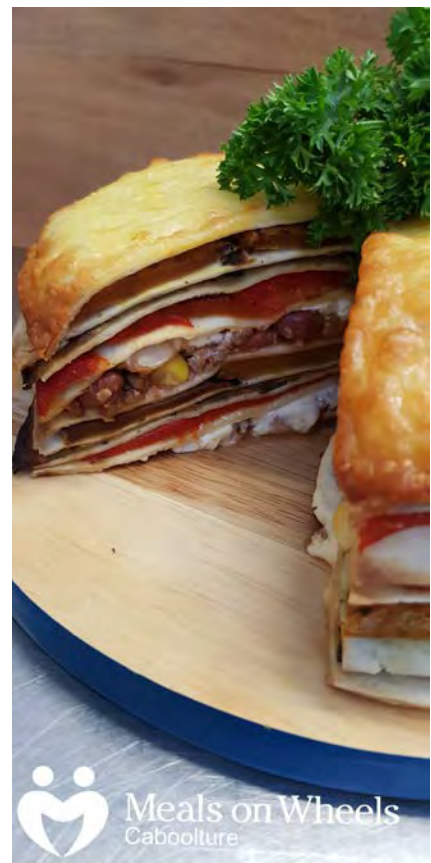
Tortilla Stack

Ingredients:

500G Beef Mince
400G Sandhurst Four Bean Mix
1.5KG Sandhurst Crushed Tomatoes
210G Sandhurst Corn Kernels
1 Tbsp Taco Seasoning
Sandhurst Char Grilled Capsicum
Sandhurst Char Grilled Eggplant
Sandhurst Char Grilled Pumpkin
Sour Cream
Grated Cheese
Flour Tortillas

Method:

1. Brown the mince with taco seasoning, four bean mix, corn kernels and crushed tomatoes.
2. Place 1 tortilla on an oven proof tray, spoon and spread taco mixture over, top with sour cream, place another tortilla on top.
3. Repeat this individually layering capsicum, eggplant, pumpkin, another layer of mince mixture and sour cream.
4. Top the stack with grated cheese.
5. Place in preheated oven at 165 degrees for 20-30 minutes or until Golden Brown.



*For further information, please contact your sales representative.
Please send orders to: ordersqld@sandhurstfinefoods.com.au*

CELEBRATING OUR VOLUNTEERS

Name: Rose Jordan

Age: 63

Currently volunteering at:

Logan West Meals on Wheels

Years of Service: I started volunteering with Logan West Meals on Wheels three years ago, initially as assistant driver before becoming the main driver. Eventually I was invited to attend a committee meeting where I was nominated for and accepted the positions of Secretary/Treasurer. I also assist with administration duties.

Favourite Memories: I have plenty of good memories of my time spent with Meals on Wheels but two in particular stand out for me. When I first started with the Service, I was teamed up with a lady who had been volunteering for some time. She was such a great mentor for me, so patient and kind, and what inspired me was the fact that although she had serious health concerns herself, she still thought of others.

Another memory I have is of a gentleman who would sit at his front gate, waiting for us to arrive with his meal each day. He has now passed away, but I still think of how he made us feel so welcome and appreciated, and how he would give each of us a little chocolate in thanks.

Best thing about Volunteering: Volunteering with Logan West Meals on Wheels has been a life changer for me. I love getting out into the community and enjoy the feeling that comes with helping others. As challenging as it is to keep up with all the paperwork and the changes with the aged care system, it has been such a boost to my self-esteem to know I am successfully meeting those challenges.

I really enjoy delivering the meals to our regulars and look forward to seeing them each week just as much as they look forward to our visit. Over time we get to know each other quite well; we swap stories about each other and our families and have a really good chat.



gisMOW2 News

Latest Version

The latest Version of gisMOW2 has been rolled out to Member Services. Training workshops were held in FNQ, Wide Bay, Sunshine Coast, North and South Brisbane and the Gold Coast. Outlying Services will have their training done remotely, provided on a one on one basis.

The upgrade has been well received as it enables Services to backdate the start date of Packages, or the switching of Package Providers. President of the Co-op Philip Worthy said, "We looked at every conceivable scenario for Packages and have automated the processes".

The new version allows Clients to move to and from TCP seamlessly. Clients including 3rd Party Payers, HCP, TCP and NDIS are all separately accounted.

The Next Version

The next version is ready to roll out to Services as requested. This version is all about Direct Debits from Clients bank accounts. As more Services move to "cashless" processes, the Co-op has now automated exporting of the required data in ABA format. The report is then uploaded to the Bank or 3rd Party Provider i.e. Ezidebit portal for processing on the required date. Crediting of Client accounts is also streamlined.

The Future

The following version is in scoping and Services are invited for input. It is the unique ownership model that the Co-operative works under that provides Services with real control of what their software does for them.



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

On-site or remote demonstrations are available

Suncare Volunteers Awarded ACSA Queensland Volunteers of the Year



Paul Freeborough

Suncare congratulates Sally Dickinson and Paul Freeborough on being awarded the Aged and Community Services Australia (ASCA) Queensland State Award for Volunteer(s) of the Year. The annual Aged and Community Services Australia (ASCA) Aged Care Awards celebrate the outstanding achievements and contributions made by those in the aged care industry.

Suncare CEO Russell Mason said the organisation was incredibly proud of Sally and Paul who will go on to represent Queensland at the National Awards held in Melbourne in October. "Suncare is extremely fortunate to have such dedicated and hardworking volunteers. Sally and Paul bring a real energy and enthusiasm to the Maroochydore Centre."

Sally has been volunteering for Suncare for many years and is known for taking the time to get to know each customer and going out of her way to find common ground and build genuine connections. Sally continually demonstrates her passion for volunteering and makes a real difference to the lives of Suncare customers. Paul has a natural ability to connect with people and creates an environment which feels safe and inviting. He is skilled at providing opportunities for customers to engage in activities they love. His enthusiasm, patience and kindness is an invaluable asset for both Suncare and the wider community.

Mr Mason said that the benefits to individuals of being able to live in their own home and retain their community connections are significant.

"Both our customers and volunteers benefit from the daily contact and the caring, supportive nature of helping one another. We have regular classes and workshops five days a week at our community centre in Maroochydore, these connections change the lives of many seniors living alone."

Suncare has more than 200 volunteers who donate their time across a range of roles - from helping out in the Meals on Wheels kitchen, making community visits to customers' home and organising a wealth of activities at the Centre in Maroochydore.



Sally Dickinson

Media contact

Angela Massy
0403 609 173 / angela.m@suncare.org.au



ICEPAK Australia

A.C.N. 85 091 919 390

PO Box 1636 Mooloolaba, QLD 4557

Ph: 1300 559 568 E-mail: admin@iceepak.com.au

Sof-Pac® Bag & Accessories

Our Sof-Pac bags are standing the test of time and are not being replaced before 8 to 10 years of every day use in and out of your volunteers cars. That is why we can offer no-obligation free trials with confidence. The Flexible Ice Blankets are also proving their worth when washed in mild detergent and dried before freezing as they remain hygienic and are used over and over and over again.

Iceepak Flexible Ice Blankets

Quality by Design ... Not by Chance!

Flexible Ice Blankets

Non-toxic, re-useable, and non-absorbent no need to hydrate, so no bacteria will grow



SOF-PAC, CUSTOMIZED & GREY NYLON INSULATED CONTAINERS FOR HOT & COLD MEAL DELIVERY



What makes our insulated containers so much better than the rest?

They actually maintain temperature for the time that you require for safe meal delivery

Sof-Pac® containers use a patented INSULATING system that keeps

HOT meals **HOT** and **COLD** meals **COLD**

Be sure to use your shelf to insulate your meals during delivery, ensuring those at the bottom retain their heat until the last drop-off. Your shelf is your best friend for maintaining temperature! *Please like us on Facebook*



On our website www.iceepak.com.au you will find links to "You Tube" Videos for :



How to make up your SOF-PAC Bag
<http://youtu.be/VhsRo3L88Ak>

Using and Caring for your SOF-PAC Bag
<https://www.youtube.com/watch?v=MOpz2a-Qybl>

How to dismantle your SOF-PAC Bag
<http://youtu.be/nL0r4qmEjWl>

Call 1300 90 97 90
For help, or to help



Meals on Wheels Queensland

ACN 624 466 084

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

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

All phone enquiries to be directed to State Office:

Phone: 07 3205 5588

Fax: 07 32051667

Email: info@QMOW.org

Web: www.qmow.org

**More
than just
a meal**

**QUEENSLAND Meals on Wheels LTD IS SUPPORTED BY FINANCIAL ASSISTANCE FROM THE
AUSTRALIAN GOVERNMENT AND THE QUEENSLAND GOVERNMENT**

*The inclusion of advertising in this magazine does not constitute any endorsement of these products by
Queensland Meals on Wheels Ltd.*