Meals on Wheels Launches National Meals Guidelines

See full story on pages 4 - 5

National Meal Guidelines
A Guide for Service Providers, Caterers and Health Professionals Providing Home Delivered and Centre Based Meal Programs for Older Australians

More than just a meal

Meals on Wheels Queensland

www.qmow.org
What we Know

Funding cuts and reform have loomed large, but a co-operative cross-bench and responsive ministers are good signs for the future.

We are confident that Queensland Meals on Wheels Services Ass Inc. (QMOWSAI) issues will have a greater profile and priority with the new Minister for Aged Care, Honorable Ken Wyatt AM, MP.

Furthermore, QMOWSAI and Australian Meals on Wheels Association (AMOWA) have been proactively engaging with the newly elected Minister. We have sought his enduring commitment to hold the government to account for ill-informed funding decisions and to achieve a more collaborative and constructive approach by government to addressing Meals on Wheels issues across the spectrum, specifically where Meals on Wheels fits in future plans. One thing the Minister did mention when questioned about where Meals on Wheels sits within Government bureaucracy, he was of the strong opinion that it should sit within his portfolio as that is where he can best address our issues. Not wanting to put a mocker on progress, we are all quietly confident the issues are being advanced.

Walking the Talk

Since the last issue of CUSTOS we have been understandably quite run off our feet ensuring your voices are being heard on up-dating members as to where we are at with impending deliverables.

Rest assured we are endeavouring to ‘walk the talk’ and ensure we are meeting your expectations. So, where are we at with:

Board of Governors

The new QMOWSAI Board as formed at the AGM in September has increased representation from the Brisbane region. The free exchange of ideas and interaction is very good but Services must understand that many items covered at Board Meetings are confidential until such time as they become operational and released to Services. Please be assured that all Board Members have a voice and are heard. New perspectives are most welcome.

Advocacy

Numerous meetings have been held since we last wrote to you all, including fruitful face to face meetings with the Director and State Manager of the Commonwealth Department of Health - Queensland, also we’ve been fortunate to meet with the new Minister for Aged Care (thanks to Nerang Meals on Wheels for facilitating the initial contact) on two occasions where discussions have centred around Funding, My Aged Care and what the future thinking is post the current agreement. Additionally, the Parliamentary Friends of Meals on Wheels has certainly gained momentum and there is clear understanding from all members of the group as to what is needed from Meals on Wheels to ensure our on-going viability.
**Website**

It is extremely close to being ready for a re-launch, expect it within the coming weeks. This has been a massive undertaking and given the changes not only within the sector but to our over-arching aim of it being a useful resource for Member Services, Government and the greater community. The new site will include a re-vamped ‘find your service’ as well as offering Member Services an opportunity to provide greater detail around their particular service. Additionally, we are exploring new on-line courses aimed to assist Member Services with their volunteer induction and training options.

**Member Support**

The Regional Support Officers have been out and about visiting Member Services since the December issue. The main focus of this contact with you has been around assisting with key operational issues including Quality Reviews, Reporting and Acquittal matters. If you are needing any assistance, please don’t hesitate to contact your Regional Support Officer.

**Key Messages / Lobbying**

Given the recent changes we have seen with the new Minister’s commitment to Meals on Wheels, we’ve had to review our strategy around any lobbying we were planning on doing. We will now re-focus more on a communication plan with all Federal Members to ensure they understand the impact Meals on Wheels has within their electorates. We plan to highlight the social and well-being benefits, possible impact on health expenditure, the community value of volunteering and funding issues [current and future].

To help lift public awareness around perception of the service that Meals on Wheels provides in Queensland, we’re taking a grass roots approach, and looking to leverage the key messages of: value for money, social support and not just for the elderly and infirm, with every piece of communication that we develop. Each flyer, brochure, Facebook post, banner produced will take this into consideration. The resources currently developed or in development will be made available to each of the Member Services for their use, thereby assisting the dissemination of these key messages out into the community.

**Marketing**

At a gathering of the Parliamentary Friends of Meals on Wheels to officially launch the guidelines, the National President of the Australian Meals on Wheels Association, Mr Nelson Mathews, called for the Federal Government to deliver more certainty for the service.

Mr Mathews said that despite the best intentions, uncertainty had been created in communities across Australia about the future of Meals on Wheels, with much of the uncertainty arising from reforms to aged care policy and funding in recent years, and further changes on the horizon.

‘Delivered meals, whilst a preventative health service, are funded through aged care channels. The aged care space has for some 5 years now seen huge change. Much of this has been positive for consumers of aged care services. But, it has also created delays and confusion for those seeking simple but proven vital, support services such as delivered meals’.

‘For example, those seeking simple support through nourishing meals and social contact, to assist them through short term pressures and to maintain independence in their own homes, now have to go through the MyAgedCare “Gateway”. This process requires a lot of effort and angst, much of it premature, in arranging the delivery of a simple meal service,’ he said. ‘There is great uncertainty about funding arrangements for our services from 2018 and AMOWA has sought to engage with the government at ministerial and departmental levels to share our concerns’.

‘AMOWA is encouraging the federal government to clarify intentions regarding funding, to ensure that Meals on Wheels services continue to be accessible, available and affordable for Australian communities, in every neighbourhood, when they are needed. Mooted changes, focused on principles of consumer directed care and market competition, would risk the viability of meal services delivered in more than 600 Australian communities, disenfranchise the 75,000 volunteers who willingly give their time to deliver this vital service, and risk the health and independence of the 120,000 Australians, and their families, who rely on Meals on Wheels, every year.

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The National Meal Guidelines were officially launched in Canberra on 15th February 2017 at a Parliamentary Friends of Meals on Wheels function at Parliament House. AMOWA President Nelson Mathews with Minister for Ageing Hon Ken Wyatt AM, holds a copy of the guidelines with members of the steering committee.

AMOWA is calling on the government to:

1. Position Meals on Wheels services within a health, rather than ageing, policy and funding framework.
2. Preserve existing levels of direct funding to Meals on Wheels services and sector support funding to State Associations, where applicable.
3. Address the lack of real growth and inequitable levels of funding across jurisdictions.
4. Provide significant once off sector support funding, over two years, to the Australian Meals on Wheels Association to support the work of the Department of Health, Meals on Wheels State Associations and services in the design and implementation of resultant system changes.

Over ten million meals are delivered each year, to both short and longer term clients, to help them stay independent, healthy and engaged in their communities.

The service saves millions of tax payer dollars annually by utilising volunteers and keeping people out of hospitals and residential care.

‘The data supports the fact that countries that support Meals on Wheels, keep people healthier and independent for longer. Australian meal services are considered some of the best in the world’.

In continuing this leading practice, the National Meal Guidelines, represent the first nationally consistent approach to nutrition, menu planning and meal presentation for organisations providing delivered meals through the Commonwealth Home Support Programme.

They were developed by AMOWA in partnership with the Smart Foods Centre at Wollongong University, with funding contributed by the Australian Government Department of Health.

“If someone has a disability, is recovering from an operation, or simply finds shopping and cooking a burden, good healthy food is more important than ever. These guidelines are under-pinned by the latest dietary research, but the appeal and quality of the food has been foremost in our minds. At the end of the day, we want people to eat, and eat well”, said Nelson Mathews.

Re-Organisation and Changes at QMOW

Queensland Meals on Wheels Services Association Incorporated (QMOWSAI) is currently going through a reorganisation process. The reorganisation represents a fundamental change in the management approach - both philosophically and structurally. Underlying this is the belief QMOWSAI must become more supportive in assisting Member Services to ensure ongoing viability.

The QMOWSAI Board of Governors explored opportunities for continued growth of Member Services with a focus on sustainability and the ever-changing sector conditions. In response QMOWSAI has advertised for a Business Support Manager who will provide a higher level of support to review and assist, as well as provide effective strategies for Member Services, who have identified assistance is needed, to address ongoing operational issues. It is anticipated that the assistance provided will meet the needs of Member Services, improve the level of support currently offered to you, viability and profitability.

Additionally, many of our Meals on Wheels Services would have seen or heard that Rachael has made the move to Brisbane and has changed her role of Regional Support Officer in Central Queensland to fill the Administration role in the Brendale office.

Rachael spent the last few months of 2016 preparing for her big move and had the great opportunity of introducing Laurel, our new Regional Support Officer, to our services in Rockhampton and Yeppoon prior to her move. In early January, Rachael completed her last road trip as an Regional Support Officer, introducing Laurel to many more Services and having a final chance to not say farewell, but speak with you soon to the Services that she visited.

Rachael has taken the personal approach that she has not lost any Services but gained another 120 that she can help fulfil our (QMOWSAI) mission. It's been a steep learning curve for Rachael, becoming familiar with all of our Meals on Wheels Services, but she does feel that she is getting closer every day and will seek Services help over the coming weeks to support her role in providing some more detailed information for her to use in the referral process.

On a personal note, Rachael's family is enjoying the move to Brisbane, taking in many of the cultural and sporting events that are now at their finger tips.

If there is anything you feel Rachael can be of assistance with, please feel free to contact her on P | 07 3205 5588 or E | info@qmow.org

With Rachael’s move south, we were in need of a new Regional Support Officer in Central Queensland, and we’re extremely glad to welcome Laurel Wyte to the Meals on Wheels Family.

Laurel brings with her a broad range of Community Services and industry experience and we know she will be a great asset to all Member Services not only within Central Queensland but to all of Queensland. Central Queensland Member Services can contact her on P | 0428 541 883 or E | centralqld@qmow.org
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Cultural competence in the workplace

A journey, not a destination

Our recent article Cross Cultural Awareness in the Workplace (CUSTOS The Newsletter, December 2016) emphasised that culturally competence is a journey – both for the individual and for organisations. This article will provide some questions as a starting point to consider on this journey.

For individuals:
- How aware am I of any unconscious biases, prejudices or stereotypes towards people who are ‘not like me’ or not part of my ‘worldview’?
- What active efforts do I make to learn and understand more about the life experiences, stories and cultural norms of people from other cultural groups?
- How committed am I to building and sustaining relationships with people from other cultural backgrounds?
- How do I develop the ability, skills and knowledge to learn about other people’s experiences and viewpoints?
- Do I know how to access resources, training, assistance and support during this journey?

For organisations:
- What policies, strategies and practices does our organisation have in place that demonstrates our commitment to a culturally inclusive and competent workplace?
- What ethnicity data do we collect on our clients? What do we do with this data?
- What training and experiences (e.g. reflective practice, mentoring) are provided for all staff toward increasing their knowledge and skills to work with people from other cultural backgrounds?
- Does our current paid and volunteer workforce reflect the culturally diversity demographics of the broader community?
- Does our organisation employ bilingual and bicultural staff to assist in working with clients with various language needs?
- Does our vision, mission statement and values reflect an inclusive service?
- Are our marketing messages and collateral welcoming and culturally inclusive to all members of the community?
- Has the organisation undertaken a cultural competence audit?
- What efforts have we to build and develop networks and strong relationships through community and stakeholder engagement practices with culturally diverse communities?

Some reported benefits for cultural competent organisations:
- Increased respect, understanding and trust between staff
- Increased work productivity
- Attracts clients from culturally and linguistically diverse (CALD) populations
- Reported high satisfaction from CALD clients
- Variety of viewpoints shared
- Increases creativity and problem solving.

Do you want to know more?
Contact Lorella Piazzetta or Anyuon Liai from the Anglicare Southern Queensland Multicultural Program for more information, resources or training options.

Lorella Piazzetta  
(07) 3028 4216  
LPiazzetta@anglicaresq.org.au

Anyuon Liai  
(07) 3028 4217  
ALiai@anglicaresq.org.au

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Central Queensland Trip

Laurel and Rachael made a visit to many of the Services in the Central Queensland area early in January to orientate Laurel with the area and introduce her to as many of our wonderful Services as possible.

Starting in the southern part of the area, Rachael and Laurel visited Gympie, Tin Can Bay (where Laurel toured our smallest kitchen) and Fraser Community’s Hervey Bay Office and Kitchen on Monday. They then called on Fraser Community’s Maryborough kitchen, Childers, Bundaberg and our newest Service at Discovery Coast on Tuesday.

Wednesday was spent visiting Boyne Tannum, Gladstone and Mount Morgan Services. Sadly we heard of a volunteer who had an accident delivering meals that day as well, so we had a quick trip to the hospital to wish them well in their recovery, luckily they are on the mend now.

Thursday and Friday were spent visiting Services in the Banana and Central Highlands areas. Showing Laurel the back road from Biloela to Springsure was a big adventure if not a long road. Another meeting with the committee in Clermont and we hit the road for home (Rockhampton).

Laurel’s already visited some of the Services that they didn’t get to visit and is planning a visit to the Services in the more western area in the coming months and Rachael is settling in to life in the state office. Both immensely enjoyed the road trip and look forward to helping the Services in future.

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Dalby Meals on Wheels

Choice model and Scott Grant, a very special volunteer

Dalby Meals on Wheels currently provide approximately 15,000 meals a year to aged, frail residents and those with a disability. The service nourishes and cares for its clients and in doing so strengthens the community. Dalby Meals on Wheels has strong connections with the community and community organisations that proved invaluable during the severe floods of 2011 and 2013. The town becomes cut in half and the delivery of meals goes on regardless.

Part of these community connections are very evident in the enduring partnership between one very special volunteer and the Service. Scott Grant has been volunteering every Monday at Dalby Meals on Wheels for over twenty years. He is kindly supported in this endeavour by one of the devoted carers from Waminda in Dalby. Scott is the volunteer who does the preparation of containers and is an expert in labelling among other talents he has used to assist Dalby Meals on Wheels. Scott has his life enriched by his connection with Dalby Meals on Wheels and for the people associated with the Service, Scott is the highlight of their Mondays.

The Service has shown incredible growth and change over the years since it first delivered a meal for 70c in 1977. Dalby Meals on Wheels use tools such as Australian Bureau of Statistics predictions, advice from other organisations, feedback from clients and vast local knowledge to ensure the Service continues to be a safeguard for those in need in the community.

One of the changes introduced in the last few years has been the change of delivery days from five, Monday to Friday, to three days, Monday, Wednesday and Friday. This has been very well accepted by clients. Volunteers who seem to be a lessening commodity in recent times, continue to closely monitor the wellbeing of clients supported by staff who, as in other Meals on Wheels Services, go very much above and beyond their standard roles.

The adoption of a menu choice system for clients, has seen the satisfaction rate climb further up the scale than ever and the client base climb to an all-time high at the end of last year of nearly one hundred clients. Clients can choose from three mains and two desserts or fruit Monday to Friday and have the choice of two mains and two desserts for the Saturday and Sunday meals that are delivered on Friday. Items are priced individually or as a pack with a further discount for those who purchase five to seven meals per week.

With over one hundred volunteers and seven part-time staff Dalby Meals On Wheels continues to grow and provide an invaluable service to the community.

Article supplied by:
Debbie Hoadley - Administration Officer / Coordinator

Tina Gutharie, Margaret Mott, Scott Grant & Kaye Abbott
MEAL Inspirations FOR AGED CARE

REFRESH
Recipe book from Unilever Food Solutions

‘With winter menu planning on the way, Unilever Food Solutions have created a Classics RE:FRESH recipe book with 20 new recipes that satisfy aged care menu checklist criteria, featuring fresh twists on old favourites to delight your clients. We have also included 15 easy and delicious sauce ideas to help you add more variety to the menu.

Drew Laurence (Key Account Manager) from Unilever Food Solutions has generously arranged for a hard copy of this recipe folder to be sent out to each Queensland Meals on Wheels Service. If you don’t receive your copy please contact your Regional Support Officer.

Visit ufs.com to download it for easy access on your computer, and you can also print each recipe individually to add to your personal recipe folder, select ‘Aged Care’ as your industry to have access to this content at any time at www.unileverfoodsolutions.com.au

‘Having spoken to chefs in Aged Care, Unilever Food Solutions has also developed a range of useful content and information to share with you every month.’

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Revisiting the CUSTOS

December 1996 - "Volunteers are like a Yacht"

"Volunteers are like a yacht. No matter where they are, they arouse your curiosity. Who are they? Where do they come from? Why are they here? They could stay moored where it is safe and still justify their being, but they choose to cut through the rough waters, ride out storms and take chances. They have style. If you have to ask how much they cost - you can't afford them. Volunteers are the only human beings on the face of this earth who reflect a nation's compassion, unselfishness, caring, patience, and just plain loving of one another. Their very presence transcends politics, religion, ethnic background, etc. It frightens me, somehow, to image what the world would be like without them.

Erma Bombeck
Queensland Meals on Wheels Resources

Front and back covers of Client & Carer's Guide

Front & back covers for Volunteer's Guide

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The wheels are well and truly in motion for the staff at the Proserpine kitchen who have been working hard over the past couple of months to establish a wider delivery area that encompasses rural Proserpine, Cannonvale and Airlie Beach.

With the support of the local RSL, who have kindly offered the loan of their van, volunteers will be able to deliver meals to clients in these areas two or three times a week.

In order to spread the word about the extended delivery area, the branch will soon launch a marketing strategy, which will see a number of promotional activities implemented throughout the region. The strategy aims to raise awareness of the features and benefits of the service in order to secure more clients living in and visiting the Whitsundays.

The Proserpine kitchen also aims to change the out-dated perception that Meals on Wheels is only provided to seniors by creating promotional material that adopts a youthful image and focuses on the main selling point of the service – that meals are freshly made each day! – in order to appeal to a younger demographic as well as compete against similar meal delivery services.

Examples of the promotional activities that will be employed include posters displayed at local businesses and on Whitsunday Transit buses, flyers distributed to residences by Australia Post, advertising on local Facebook pages, information tables at shopping centres to allow volunteers to chat to residents and visitors about the Service, newspaper articles and Community Service Announcements broadcast on local radio stations.

Recently the branch secured a couple of clients in the Airlie Beach and rural Proserpine areas and, when the marketing strategy rolls out and more clients sign up, the kitchen will plan a volunteer drive in order to recruit extra volunteers to assist with the deliveries. The kitchen will also be required to fundraise in order to pay the running costs for the van until they generate more income from their new clients.

A colourful clown-themed fundraising event, which included raffles, a cake stall, jumping castle and face painting, was held at Banjo’s Bar and Bistro in September last year. The event was a huge success, raising $2,660 for the branch and building awareness of the service in the local community.

Staff and volunteers are planning to organise another fundraising event to be held in the next couple of weeks, and look forward to positive outcomes from the fundraiser, extended service delivery area and marketing campaign.

Please show your support for Proserpine Meals on Wheels and help the kitchen promote their service by liking and sharing their Facebook page.

Article supplied by:
Lisa Jackson
Puts the Chill in Cook Chill

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A DATE FOR YOUR 2017 DIARY

The date and location for the 2017 AMOWA National Conference has now been confirmed; 13th - 15th September, Marriott Resort, Surfers Paradise, Gold Coast.

Please share this information with all who might be interested in coming along. As soon as more information and registration packs become available, we will advise in the

SAVE THE DATE

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Welcome to The Chef Solution’s Food Safety Newsletter

Well hello there and Happy New Year to you all. I trust you are keeping well and have settled into 2017 OK. Goodness me... time is just flying by... how quickly has this year come out of the blocks hey? We are already deep into February now... I have barely put away my Christmas decorations and am all ready to chomp into some Easter eggs now. Did someone say Chocolate?? In recent times I have had the pleasure of visiting with the Nambour, Mackay, Charters Towers and Mission Beach facilities. As always, it is great to see everyone doing so well and rolling along so nicely in their food operations. Keep up the great work you do in your community's - the people out there need you!!

LatestRecalls

There have been several large food recalls of note already this year raising some serious concerns over what on earth is going on with our food producers these days... the latest one was for Stockman’s Eggs...did anyone have any of these in their possession? It seems that a production / processing fault had caused cracks in a particular batch... and as we know, using a cracked egg in the production of your food can lead to some very serious issues including Salmonella poisoning. Other recalls of note recently include Target Cookie Mix (due to pest contamination), Garlic Bread through supermarkets (due to physical contamination by plastic pieces) and Birds Eye Hash Browns (due to the presence of foreign matter)...and many more. Staff and/or management can subscribe to receive food recall notices by clicking on this link: http://www.foodstandards.gov.au/Pages/default.aspx (Click on the subscription link in the bottom left corner to receive current food recalls).

Internal Reviewing & Verification

I want to touch on the importance of internally reviewing your food operation as it remains one of the recurring areas of required improvement I see wherever I go. This is your weekly, monthly, quarterly or annual review (as required by your food safety program). This includes, and most importantly, a thorough review of all your completed food safety program record forms. This process is designed to find the errors and omissions in your day to day and week to week record forms, and it is imperative that you do so. This review process is not designed to be a tick and flick exercise and it is not supposed to be reflective of 100% compliance - if it is then you haven’t checked your records thoroughly enough! No one is perfect and we can always do things better. Time and time again I see this form simply being ticked off to show 100% compliance, and then finding that there are missing records and records not being maintained. These NEED to be identified in your review process. You should also record as many positive comments about your observations in the food handling areas as part of this review also. Comments such as: observing staff member washing hands as per FSP procedure, etc. These are all good observations to record as they demonstrate staff skills and knowledge on food safety matters. Next time you are doing your internal reviewing, remember that this process is an important step to improving your audit results. You could /should also do your reviews with a second person to ensure you are doing them with the right amount of attention to detail to identify all your anomalies in your records. It is far better that you find them than your auditor! Document everything and take corrective actions where necessary and you are on your way to better audit results!

Did You Know?

Under the QLD Food Act 2006 legislation, it does not matter whether you are a paid staff member or a volunteer, legislation states that individual persons handling food in any way can be held liable for any issues that occur with regards to food not being safe. Even if you are found to be handling food in a way that is likely to make it unsafe, you could be at fault.

Examples of clauses from the food act and their relative fines:
Clause 32 - $167,197 or two years in prison
Clause 35 - $86,695

Your food safety program at your facility is your key to ensuring that you and your colleagues are doing all that you must to ensure that the food your facility produces is not only its usual high quality, but, it remains safe whilst it is in the care of your facility or drivers.

It is imperative that you read your food safety program and ask questions on any area that you are unsure of.
The Chef Solution….Who Am I?
I am a career chef with 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 QLD Health under the Qld Food Act 2006. Since 2008, I have completed over 500 compliance audits of varying types of food businesses, employing my systematic approach towards a thorough review of your recording forms maintained as part of your council accredited food safety program.

Through my expertise based on a long career in the food industry, I offer a high degree of operational knowledge of commercial kitchen environments. I have observatory skill in assessing procedural compliance with safe food handling practices and have effective communication skills through my interactions with you throughout the audit process and in my detailed report writing. This makes for a very professional and thorough service to you. My strong client focus through personal service and positive working relationships ensure that all parties involved receive the maximum benefit of my service.

I can save you BIG dollars in more ways than one...! To enquire about my specially reduced prices for compliance audits for Meals on Wheels facilities*, feel free to telephone me on 0418 708 359 or email me at thechefsolution@gmail.com to enquire about a quote for your next food safety audit. Doesn’t matter where you are located – I can be there!!

To arrange your next audit, use any of my contact details below and ask about my special reduced MOW audit price* - you will be pleasantly surprised!!

Contact Christian at The Chef Solution:
Phone: 0418 708 359
E-mail: thechefsolution@gmail.com
Web: www.thechefsolution.com
Follow me on Facebook at ‘The Chef Solution’

*No travel costs apply to all east coast locations. Some additional expense may be applicable depending on your location away from the coast. I am happy to discuss this further with you upon enquiry and can tailor a quote to your liking.

Time v's Temperature Control - The 2hr / 4 hour guide explained....
This one still causes lots of confusion and is not to be confused with the 2hr/4hr RULE folks. The 2hr/4hr RULE is a legislative requirement under the food standards code 3.2.2 Division 3. This is referring to the time frames that potentially hazardous foods (PHF) must be cooled over - with it come certain temperature requirements that must also be met during the cooling phase. Refer to your food safety program for those...
The 2hr / 4hr GUIDE relates to time based guidelines to which PHF can be in the temperature danger zone (TDZ) for whilst remaining safe. To measure this, you must have the historical handling data relating to the menu item you are assessing, and add up the total time that the food is in the TDZ for during all handling steps from receival to transport of that item. For example, if chicken sandwiches are on the menu and it takes 15mins to cut up the chicken, 15 minutes to make the sandwiches, 20 minutes to cool them down, and they are transported for 30 minutes in the temperature danger zone, one would say that the chicken sandwiches have been in the TDZ for approximately 1 hour and 20 minutes. This is safe.

Here are the guidelines:
If foods have been in the TDZ for up to 2hrs - either eat them, or, return them to the fridge and note the time they have been in the TDZ for; If foods have been in the TDZ for between 2 - 4 hours, they must be eaten or discarded; If foods have been in the TDZ for more than 4 hours - at the 4 hour mark they MUST be discarded. Better to be safe than sorry...a chicken sandwich can go from yummy to a lethal weapon in four hours...don't risk it...

Previous Edition's Quiz Answer
Which combination of spices would you use to make gingerbread?
   c) Ginger, cloves, and cinnamon

This edition's Easter related Food Quiz
Does anyone know why we have chocolate eggs at Easter time?
Why do we even have Easter eggs?

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I am a career chef with 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 QLD Health under the Qld Food Act 2006. Since 2008, I have completed over 500 compliance audits of varying types of food businesses, employing my systematic approach towards a thorough review of your recording forms maintained as part of your council accredited food safety program.

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*No travel costs apply to all east coast locations. Some additional expense may be applicable depending on your location away from the coast. I am happy to discuss this further with you upon enquiry and can tailor a quote to your liking.
New from FILDES Food Safety Solutions...

Do you want to remove tea towels from your kitchen? Why not consider colour coded cloths to minimise the chances of cross contamination. To order your set, click on this link for more details.


These antibacterial clothes inhibit the growth of germs and odours and are ideal for cleaning larger areas and stubborn dirt and grime. Cloths are machine washable and are 400 x 380mm in size.

A pack of 25 costs only $35

They come in the following colour:
- Yellow – general purpose
- Blue – seafood
- Green – vegetables
- Red – raw meats

Or come up with your own colour code rules for these cloths.

Fun Recipe Time...

How about these little beauties whipped up for my daughter’s birthday party recently...Milky Way race cars driven by Tiny Teddy himself...vrrmmm vrooommmm.... Loved by all the kids!!! Thanks to Tara McKelligott for sending that one in to me last week!!

All you need is:
- Fun size milky ways (or mars bars)
- Smarties, Tiny Teddies, Icing sugar

To assemble:
Make a sugar and water paste as the glue to attach the smarties to the sides. Stick the tiny teddy into the chocolate bar and you are off!! The kids and grandkids will love them!!

Some Useful Web Pages

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

QLD Health Fact Sheets – download free fact sheets on a range of food safety topics

To subscribe to food safety related recalls

BUG OF THE MONTH

This month is: 

**E. Coli**

Escherichia coli are bacteria that form part of the normal gut flora of humans and other warm-blooded animals. Although most E. coli are considered harmless, certain strains can cause severe illness in humans, particularly Shiga toxin-producing E. coli (STEC). Infection with STEC is the main cause of haemolytic uraemic syndrome, a condition which can be fatal in humans.

**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.

**Duration of Illness:**
Most recover within 10 days

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

Rapidly inactivated at 71°C but heat resistance may be higher if the organism is present in foods with a high fat content.

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

Dr Karen Abbey

Menu planning and choice for Meals on Wheels

The menu for many Meals on Wheels is the foundations of foodservice operations. A menu is a list of food items and planning a menu is placing food items over a menu pattern to develop meal services. Nutritionally menu planning is the process of ensuring adequate nutrients and energy across the menu pattern including foods and fluids. Menu design is essential to ensure that a wide variety of different foods are provided as well as being an essential selling point for Meals on Wheels’s Services.

It is a challenge to plan a menu to meet the needs of a group of people while catering for an individual food and fluids preferences. Menu design is essential to ensure that clients can read a menu which entails sufficient detail on what is served.

Food variety across the menu is important to enable clients to have access to different types of meals which offer different nutrient profiles ensuring enough energy, protein, vitamins, and minerals. This is particularly important for clients who are small eaters or have a reduced appetite. One area which reduces variety is menu repetition, this can make menus predictable, uninteresting and decrease client satisfaction with the meals provided. When planning menus, it is important to avoiding repeating meals, and this is done by having your menu reviewed for both nutrition adequacy as well as menu balance.

The menu should provide a sense of freshness in its planning. That is why it is important to rotate and change the menu over the course of the year. Taking meal items off and replacing with other foods, having special meal events, different cuisine meals and surprises. A menu never completely changes some items always remain like popular foods such as roast meal and fish and chips. However, the menu should be changed as indicated by client feedback to ensure that it will meet the needs of the majority. Increase menu satisfaction will ensure that meals are eaten if the menu is well liked.

One of the key areas of menu planning is to build choice. The choice is important because we all like to be able to choose the meal we eat. The choice is inbuilt into our food behaviour. Choice also means that clients are more likely to eat the meals they have chosen.

Some simple strategies on how choice can be built into MOW menus:

• Offer different fruit juices or flavoured milk with meals
• Offer at least two choices for hot meals and desserts and snacks
• Offer a sandwich or salad option
• Consider looking at prepared food items as a way of offering cakes slices with portion custard or whole meal choice option solutions
• Offer extras such as cheese & biscuits or fruit and nut mixes
• Providing other meal options like breakfast and snacks
Some of these strategies may include additional costs to the clients, however, being able to provide choice is a growing expectation in the community. The production method of cook-chill or cook-frozen will increase the shelf life of your meals and can be a useful solution for providing menu choice.

It is a big job to plan a menu and get it right. Essentially, we want all MOW’s clients to be enjoying their meal and engaging with their service provider. It is important to remember that often Client’s don’t have access to shops and rely upon MOW’s services to support their meal planning and food intake. Food and meals are one of the main focuses in supporting our elderly in the community and like us all we want to enjoy nice delicious meals and have a say in what we eat.

**Labelling and Rotation**

Preventing Cross-Contamination
Temperature Control and Monitoring
Food Holding Solutions

**Workplace Safety and Education**

**Cleaning and Sanitation**

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Dr Karen Abbey
*Foodservice Dietitian PhD*

Founder Nutrition and Catering Global Hub.
B. Sc. Hon Human Nutrition Grad Dip
Nutrition and Diet Master Health Science Management.

Subscribe free to the NAC GH

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**FOCUSING ON FOOD SAFETY**

Labelling and rotating of food is vital in protecting customers against foodborne illnesses.

Labelling food ensures that only the freshest and safest food is served, as well as reducing costly waste.

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**Day-of-the-Week Food Rotation Kits**

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1 x roll of each day
7 roll dispenser

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sales@fildesfoodsafety.com.au
foodsafetysolutions.com.au

* Offer only available to Meals on Wheels site. Offer end 31.01.17

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**Labelling and Rotation**

**Preventing Cross-Contamination**

**Temperature Control and Monitoring**

**Food Holding Solutions**

**Workplace Safety and Education**

**Cleaning and Sanitation**

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Once again we are participating in the Entertainment Book fundraiser

Please support us and order your copy now.

E | info@qmow.org
W | www.qmow.org
P | 3205 5588
Badges
Identification Badges are great for your Volunteers; giving clients peace of mind and easily identifiable within the community.

All badges come with the option of either pin and magnetic fasteners

**NB** It is not recommended that persons wearing a Pace Maker wear the magnetic type

<table>
<thead>
<tr>
<th>Badges with Pin Fastner</th>
<th>Badges with Magnetic Fastner</th>
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<tr>
<td>1 line</td>
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<tr>
<td>$3.90 each</td>
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- Minimum order 2 badges
- All orders incur postage

To order your badges please email Rachael at info@qmow.org and ask for an order form to be emailed.
Here’s an update on some of the projects we’ve been working on since our last issue of Custos:

As I write this, our WEBSITE is extremely close to being finished and very close to being ready for re-launch – all very exciting and quite a massive undertaking when you understand how much information has been stored on the website, all of which has needed to be gone through and updated.

Alongside this we’ve also been working on updating existing and creating new MARKETING RESOURCES that can be accessed via the Members area on the website. This includes Facebook content that you can share on your own Service’s Facebook page and within the Facebook community (quotes, dates for the calendar and marketing focused content to help attract new clients, new volunteers and fundraising). This area of the website, will also include “How To” Guides and Artwork Templates to support you in the key areas around attracting new clients, recruiting new volunteers and fundraising. If you’d like some assistance around these areas and can’t find what you’re looking for on the new website, please contact us via phone 3205 5588 or email marketing@qmow.org.

And finally, don’t forget about our MONTHLY WEBINAR program covering various topics for the benefit of Member Services. For more information on who will be delivering each of these topics, the timing and how you can access them etc, please refer to the schedule below. If there is a topic that you’d like to have included in this schedule, please contact your Regional Support Officer directly or send me an email at marketing@qmow.org.

Katrina Jermyn
Marketing Consultant

### Monthly Webinars

<table>
<thead>
<tr>
<th>2017 Webinar Schedule</th>
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<tbody>
<tr>
<td><strong>24th FEBRUARY</strong></td>
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<tr>
<td>Ways to recruit new clients and expand your business with innovation</td>
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<tr>
<td><strong>28th APRIL</strong></td>
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<tr>
<td>Food allergies and special dietary requirements</td>
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<tr>
<td><strong>21st JULY</strong></td>
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<tr>
<td>Good Governance and how to run an effective AGM</td>
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<td><strong>27th OCTOBER</strong></td>
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<td>Addressing the needs of multicultural clients at a Service</td>
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# Meals on Wheels Anniversaries

<table>
<thead>
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<th>January</th>
<th>5th</th>
<th>Magnetic Island</th>
<th>19 years</th>
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<tr>
<td>14th</td>
<td>Western Suburbs</td>
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<td>15th</td>
<td>Beenleigh</td>
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<th>Cairns</th>
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<td>Stafford</td>
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<td>7th</td>
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<th>March</th>
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<th>Gladstone</th>
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<td>15th</td>
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<td>Twin Towns</td>
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<td>23rd</td>
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<td>5th</td>
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<td>31st</td>
<td>Pittsworth</td>
<td>41 years</td>
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- Vacuum Cooking. Maintaining maximum nutritional quality and the absolute lowest possible weight loss.
- Autoclima. Controls the perfect climate in the cooking chamber.
- Ecovapor. Reduction in water and energy consumption.
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- Solid Clean System. Innovative detergent with new formula, maximum hygiene, reduction in cleaning time and no chemical handling.

Call us on 1800 023 953 or visit www.moffat.com.au to find out more about Blue Seal Sapiens. Alternatively, enquire direct to our Queensland office on qldsales@moffat.com.au

21SDW
40SDW
Excellent Organisations Need Outstanding Leadership

There’s no doubt leadership and its various styles are prominent in everyone’s minds at the moment. There is an old Sicilian proverb that I include in all my training for non-profit organisations “A fish rots from its head”. I’m not sure if that’s organically correct but it is certainly true of organisations and their leadership.

There remains two very different views of how committees should lead their organisation. The traditional belief that the President or a sub group often called “The Executive” makes the decisions and has additional powers and authorities. The modern governance principle is that everyone on a committee is equally responsible and powerful and therefore should be equally involved in decision making. Your organisation will fail to involve everyone as a valuable part of the process at your peril. It is much easier for volunteers to step away when they feel their contribution is considered as less valuable than others, when their work isn’t appreciated or when they are being used as a rubber stamp for someone else’s choices.

It’s easy to understand how overworked volunteers get to the point where its faster and more effective to make decisions themselves and let everyone know later. That’s another article of good volunteer management! But the behaviour becomes even more problematic if you look further into how great organisations need to operate to continue to exist.

One of the cornerstones of their success, is another principle of modern governance. We must always create and run our organisations for the position, not the person. As an example, let’s say your organisation has a fantastic Treasurer that has been in place for a long time. Their job is always done beautifully, the accounts are right, copies are kept and the audit just happens each year. They are so trustworthy its quite normal for others on the committee to co-sign blank cheques. We have now created a culture where we don’t ask questions about the money. We’ve “learned” the Treasurer can always be trusted! I’m sure most of you can already see the risk for when inevitably a new Treasurer becomes part of the team.

Excellent committees recognise that while we love our groups, we don’t own them. In fact our members are our shareholders and while its often feels like they don’t care, we have to care for them as another aspect of being great leaders. So while sometimes it may be uncomfortable to ask or have to answer strong questions from your fellow committee, it shows that you are mature and capable leaders.

Ironically, although we are usually elected, leadership isn’t about being popular. Most community leaders will know that almost as soon as you become involved you also often become unpopular. Great leaders though will stand their ground. Change is almost always uncomfortable and therefore likely to upset a few people. Another lesson from other successful change managers is that communication is absolutely essential to bring your members along with you on any change, yet again it can be difficult to find a moment to talk about what you are doing when you are so busy doing it but if you find the time you will substantially lessen the political pain.

Another great leadership tool is the willingness to listen to the voices of experts. I often hear from volunteers that have been involved in their organisations for decades and so its usual for them to feel they already know everything there is to know. Leaders know that change is constant. Regulatory change, the thoughts and opinions of our members, the requirements of our stakeholders are all constantly moving. It can be impossible to keep up and naïve to believe that a failure to stay up to date won’t negatively impact on either your organisation or yourself. The good news is that there is an astonishing amount of information out there and free to access.

I could (and often do) speak for hours about volunteer leadership but let’s end with stakeholder engagement, which is a fancy way of saying “great leaders listen”. I recently saw an interview with another great leader Michelle Obama who said “words matter” and I think the two concepts are again a vital part of your leadership role. Great committees find ways, both informal and planned, to listen to what their members, clients and community think and they respond to that information with intelligence, understanding and grace to make sure everyone who is a part of their organisation feels safe and appreciated.

In this article, I’ve only scratched the surface. It is a huge job, an important role and our community volunteers perform day after day in often very difficult circumstances with little recognition or appreciation. We can all support them by providing the very best leadership possible!
Atton Meals on Wheels
Celebrate 40 years

Exactly 40 years after the delivery of the first meals a dedicated group of volunteers, 130 clients and volunteers gathered on the 7th February 2017, at the Atton Bowls Club to celebrate the occasion.

Elaine Paterson who was part of the original committee and became cook, coordinator and past president and is still a committee member cut the cake with Atton Meals on Wheels oldest client 103 year old Priscilla Lynch. Priscilla and her two sisters 99 and 89 meet each Friday for a Meals on Wheels lunch and chat.

Local MP Ian Rickuss member for Lockyer and Lockyer Valley Regional Council Mayor Tanya Milligan paid tribute to the work of the many volunteers some of whom have been involved since the start in 1977. President Kev Saxby was extremely pleased with the response to the event and praised the great spirit of cooperation and commitment between Atton MOW and Atton Health Services who provide the meals.

Farewell

Oakey and District Meals on Wheels last meeting for 2016, included a farewell for outgoing President David Trigg.

David had been in this role for thirteen years, having become President at his first meeting, he had a very steep learning curve. He always gave very freely of his time to Oakey and District Meals on Wheels and this included the time he served as a member on the Queensland Meals on Wheels Services Association Board. David sat on the board for a total of eight years, four as Treasurer and a for a short period as Vice President.

From left: Secretary - Marjorie Spencer, Vice President - Cynthia Cronin, David and Mrs Trigg and Treasurer - Annette Voss.
2018 Calendars

Last year, for the first time, we produced the 2017 Calendars in-house, giving Services the flexibility to choose one of 3 options as follows:

- Customised with own images and individual Service details
- Queensland Meals on Wheels sourced images and individual Service details
- Queensland Meals on Wheels supplied images and generic address details

By printing in-house we’ve not only been able to provide greater flexibility in terms of cost and format that Services can choose from, we can do small or large print runs, and re-prints at anytime.

An improved feature of the 2018 calendars will be a pressed spine to give a more professional finish.

To cope with the overwhelming quantities that we produced last year, along with the length of time to produce, we have already started production of the 2018 calendars.

If you are wanting to supply your own photos again this year, please start thinking about what you want your theme to be. We will be requiring these photos again in a high resolution (minimum 2MB) so we can produce your calendar with clearest and sharpest pictures possible. Photos will be required to be sent no later than 31st May 2017.

Generic Calendar
Queensland Meals on Wheels supplied images and generic address details $3.00 each + gst and postage

Personalised / Generic Calendar
Queensland Meals on Wheels sourced images and individual Service details $3.75 each + gst and postage
Discounts apply for orders over 50

Personalised / Regionalised Calendar
Customised with own images and individual Service details $4.50 each + gst and postage
Discounts apply for orders over 50

Order your calendars early and use them as a fundraiser, during the year. Some Services sold their calendars for as much as $20.00 each.

To order your calendars, please send an email to Odette at operations@qmow.org for your order form.
National Disability Insurance Scheme (NDIS)

As the National Disability Insurance Scheme (NDIS) is rolling out across the entire state, it is important that services are aware of how they can access this funding and its impact on our Services. We have included a copy of the NDIS providers Information document “Working with the NDIS” that can be found as part of the Providers Toolkit which can be found in full at https://ndis.gov.au/providers/provider-toolkit.html

The National Disability Insurance Scheme (also called the NDIS) is a new way of providing disability support.

The NDIS will provide all Australians under the age of 65 who have a permanent and significant disability with the reasonable and necessary supports they need to enjoy an ordinary life.

The NDIS began with some trial sites around Australia from July 2013. It will be rolled out gradually around the rest of Australia from 1 July 2016. The NDIS is being introduced in stages around Australia to ensure it is successful and sustainable. People who are eligible for NDIS support are called participants.

Each participant has their own NDIS plan that identifies the outcomes they wish to achieve, the supports that will be funded by the NDIS and other supports the person requires. People with disability will choose the providers they engage and can change providers at any time.

ndis.gov.au
Your guide to being a registered NDIS provider

What is a registered provider?
Registered providers are individuals or organisations that are registered with the NDIA to deliver a support or a product to a participant in the NDIS.

The NDIS will be rolled out gradually around Australia from 1 July 2016. People with disability will continue to receive supports from the Commonwealth, State and Territory governments until the NDIS is rolled out in their area.

Can I provide supports?
To register with the NDIS, providers need to consider their suitability to provide services in the NDIS marketplace and ability to meet Quality and Safeguards requirements.

Some of the questions to consider include:
- Where do you want to provide supports?
- What are the Quality and Safeguards requirements for those areas?
- Are you registered with your National Body and do you have appropriate qualifications?
- What types of services would you provide and to who?

Getting ready
To get ready for the registration process potential providers can start reviewing the Provider Toolkit on our website including the NDIS Terms of Business and price guides. It is important at this stage to determine any conflict of interest and consider a value proposition for NDIS participants.

Providers also need to:
- Determine how they will market their service to participants
- Engage with participants as clients (customers)
- Understand the participant’s goals, preferences and objectives.

Getting registered
To register as a provider you need to:
- Complete the PRODA authentication process and obtain a myplace account
- Submit an intent to register
- Select the registration groups to register for
- Read and sign the Declaration of Suitability; and
- Provide supporting evidence and documentation.
Starting to work with NDIS participants

1. Create a service agreement
   Once the provider has connected with a participant, a service agreement should be created to ensure that the participant and provider have an agreed set of expectations of what supports will be delivered and how they will be delivered.

2. Create a service booking
   A service booking is the way a participant engages with their chosen provider(s) online via myplace. A service booking nominates the type of support, dates of support, and funding to be allocated to a provider.

3. Provide supports
   Provider delivers supports as outlined in their service booking(s) and agreement(s) and maintains records of these.

4. Track outcomes
   Track participant’s progress against their goals.

5. Close service booking (only if plan completed)
   Complete and close the service booking with the participant.

6. Payments
   Submit a payment request within 28 days of service delivery. Receive payment from NDIS in two business days.

Managing your registration

Providers can manage their registration and update their details through myplace. The NDIS may undertake annual compliance checks of your records.

Provider Toolkit

The Provider Toolkit contains modules to guide providers through these steps. These symbols indicate the relevant module in the toolkit.

1. Create a service agreement
2. Create a service booking
3. Provide supports
4. Track outcomes
5. Close service booking
6. Payments
7. Managing your registration
8. Provider Toolkit
Benefits of working with the NDIS

By 2019, the Scheme will support about 460,000 Australians with disability and invest $22 billion a year in services and equipment. There are significant growth opportunities for providers who respond to this new demand. Benefits of working with the NDIS include:

- Helping participants achieve their goals
- Being part of a vibrant, innovative and competitive marketplace
- Enjoying new business opportunities
- Online systems
- Fast payment processing

Types of supports funded under the NDIS

For a support to be funded it needs to be reasonable and necessary and be linked to an outcome in a participant’s plan.

Supports must be related to the participant’s disability and help them to reach their goals. They must help a participant to build the skills they need to live the life they want, including opportunities to work, further their education, volunteer or learn something new.

This may include undertaking activities or funding equipment aimed at increasing their independence, inclusion, and social and economic participation.

The funding model that underpins the NDIS is designed to be flexible and to allow service innovation. Importantly, the supports delivered will be chosen, and paid for out of an individually allocated budget to each participant.

More information

Resources and the Provider Toolkit are available at www.ndis.gov.au/providers to help providers understand the NDIS market and guide them through the registration process.

www.ndis.gov.au/providers

National Disability Insurance Agency

Telephone 1800 800 110
Find us on Facebook/NDISAus
Follow us on Twitter @NDIS

For people who need help with English

TIS: 131 450

For people with hearing or speech loss

TTY: 1800 555 677
Speak and Listen: 1800 555 727

ndis.gov.au
Concerned about the DEX workload?

For more than 10 years, MealsOnDisk software has been helping Meals on Wheels services across Australia, to ensure that the right meals are delivered to their clients each day, as efficiently as possible. It was originally developed for a family member involved in a Meals on Wheels service in suburban Brisbane, and is now widely used in Queensland and New South Wales, as well as some of the other states.

MealsOnDisk has been designed to be simple, but powerful. One example of this is MDS Reporting. Many services have been surprised that their quarterly MDS report can be produced in a few minutes with MealsOnDisk, where it used to take many hours to do it manually. With the introduction of the DSS Data Exchange (DEX) this year, MealsOnDisk provides that same reporting efficiency. In fact, there should be very few changes to MealsOnDisk for DEX as far as the users are concerned, even though the data formats are quite different.

In the early days of MealsOnDisk most services were on Windows XP and some were still using Windows 98. Most services did not have internet access, and if they did it was dial-up, so installation was off a CD that was posted out. Now, most services have broadband internet and Windows 10 is becoming the norm.

New Features for Version 3

- Automatic transfer of data to DSS Data Exchange (DEX)
- Continued support for MDS where required
- New reporting system to provide better data export and more flexibility in providing custom reports
- Installation and auto-updating over the internet
- Updated to support Windows 10
- Continuing support for Windows Vista, 7 and 8
- Administrator access no longer required
- Updated Microsoft SQL Server database technology
- Remote support capabilities built-in
- And more to come ...

For more information about how MealsOnDisk software can help your Meals on Wheels service to be more efficient, or to find out more about the major updates that are being rolled out, please contact us:

Web: www.mealsondisk.com
Email: help@mealsondisk.com
Phone: 04 1218 9760

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