Queensland Meals on Wheels is commencing work on the next edition of the CUSTOS and we are looking for Good New Stories from our Members to share in the publication. If any Service has any interesting news stories about their Service or would like to acknowledge a special volunteer or client, please contact Lisa Lowe to discuss and she will work with you to write your story.

Queensland Meals on Wheels has for sale a fleet car that is no longer needed. This car is available for purchase by any Service, staff member or volunteer.

Model: 2016 Holden Trax 5 door, 5 speed Auto

Kilometres: 101500

Price: $12,000 (Red Book Valuation is $13,900)

This car is in excellent condition, with all services up to date.

Please call or email Lisa Lowe on P | 3205 5588 or E | msc@qmow.org if interested.

Crossing your Cheques for Safety

Does your cheque book have not negotiable pre-printed?

It is important to cross your cheques with the words ‘Not Negotiable’ written between two (2) parallel lines. This acts as an instruction to the bank or other financial institution to accept the cheque only into a bank account and does not allow a person to cash it.

This helps protect your service and the payee, if it is lost or stolen and ends up in the wrong hands.

Consider contacting your financial institution for further information or to have ‘not negotiable’ pre-printed on your cheque book.

Naomi Jackett
Accounts
E | accounts@qmow.org
P | 3205 5588
# Upcoming NDIS Provider Information Sessions

<table>
<thead>
<tr>
<th>Session</th>
<th>Time/Date</th>
<th>Venue</th>
</tr>
</thead>
<tbody>
<tr>
<td>Introduction to NDIS (for Providers) session – Caboolture Event</td>
<td>10:00am to 11:00am – Tuesday 13 November</td>
<td>Caboolture Golf Club, Lesley Avenue, Caboolture Qld</td>
</tr>
<tr>
<td>Supported Independent Living (SIL) workshop - Caboolture</td>
<td>11:30am to 1:00pm – Tuesday 13 November</td>
<td>Caboolture Golf Club, Lesley Avenue, Caboolture Qld</td>
</tr>
<tr>
<td>NDIS Support Coordination – Plan Implementation workshop for Providers - Caboolture</td>
<td>2:00pm to 3:45pm - Tuesday 13 November</td>
<td>Caboolture Golf Club, Lesley Avenue, Caboolture Qld</td>
</tr>
<tr>
<td>NDIS Plan Management/Financial Intermediary workshop for Providers - Maroochydore</td>
<td>4:00pm to 5:00pm – Tuesday 13 November</td>
<td>Caboolture Golf Club, Lesley Avenue, Caboolture Qld</td>
</tr>
<tr>
<td>Introduction to NDIS (for Providers) session – Caboolture Event</td>
<td>10:00am to 11:00am – Thursday 15 November</td>
<td>Caboolture Golf Club, Lesley Avenue, Caboolture Qld</td>
</tr>
<tr>
<td>Supported Independent Living (SIL) workshop - Caboolture</td>
<td>11:30am to 1:00pm – Thursday 15 November</td>
<td>Caboolture Golf Club, Lesley Avenue, Caboolture Qld</td>
</tr>
<tr>
<td>School Leavers Employment Supports (SLES) Workshop for Providers - Caboolture</td>
<td>3:00pm to 5:00pm – Thursday 15 November</td>
<td>Caboolture Golf Club, Lesley Avenue, Caboolture Qld</td>
</tr>
</tbody>
</table>

---

**No Interest Loan Scheme**

QMOW recognises that from time to time, some Member Services may have unexpected cash needs, and we are here to help.

We have made available a No Interest Loan Scheme (NILS), for small loans of between $1000 and $5000, which is available to all our current financial Members.

Should you have any questions about the NILS loan, please contact Lisa Lowe on Ph: (07) 3205 5588 or email: msc@qmow.org to discuss. All enquiries will be kept strictly confidential.
Many Member Services close down at Christmas for a well earned break.

With Christmas not too far away, Member Services will have their Christmas planning in full swing.

One thing to consider if you are closing down over the Christmas period or longer, is instead of using an external supplier for your clients’ meals, perhaps you would consider using another Meals on Wheels Service to provide meals during that period?

Many Services are more than happy to supply meals as this is an additional source of income and retaining money within the organisation is beneficial to Meals on Wheels as a united group.

Please contact me to discuss and I can assist you to organise.

Sue Gilbert
Acting Meal Operations Officer
E | moo@qmow.org
M | 0428 641 866
P | 3205 5588

Meals on Wheels Recipe Resource Project

Queensland Meals on Wheels Limited is looking to engage industry specialists to provide Meals on Wheels (MOW) Services within Australia a suitable resource that meets the needs of service providers who provide Home Delivered and/or Centre Based Meal Programs for older Australians.

With the development of the National Meals Guidelines in 2017, Meals on Wheels is looking to develop a suitable resource to better support the implementation of the guidelines recommendations around the nutritional break down of each recipe.

The Scope of Work includes, as follows:

• Provide MOW Services within Australia a suitable resource that meets the needs of Service Providers, Caterers and Health Professionals who provide Home Delivered and/or Centre Based Meal Programs for older Australians. The supporting resource must provide the highest quality, culturally appropriate and educational resource that is dedicated to achieving the National Meals Guidelines outcomes and responsive to the needs of those accessing meals within local communities.

• The Recipe Resource must contain a minimum 50 (basic) recipes (main meals, desserts and soups), a nutritional evaluation conducted on each recipe, allow for adjustment in serving volumes and include relevant images of the finished dish (including images of how meals should appear once served).

• Not only would the resource contain recipes, there would be chapters on basic kitchen organisation, storing food/leftovers, recipe costing and basic nutrition guides to create a one stop resource for effective and efficient running of a kitchen operation.

• The preferred resource to be delivered on completion will be digital in nature, easily accessed and very user friendly.

If you are interested, or know anybody that would be interested in this fantastic project, please contact me for further details.

Nathan Hammond
Business Support Manager
E | bsm@qmow.org
M | 0410 438 504
P | (07) 3205 5588
Food Safety: ‘Take it seriously’

To mark Food Safety Week, 10-17 November 2018, we look at resources to help prevent and manage food-borne illnesses in aged care services.

The theme of this year’s Food Safety Week is ‘Food poisoning: take it seriously’. Organisers, the Food Safety Information Council say the ‘particular focus is on those at greater risk if they do get food poisoning, including older people’.

All aged care services are responsible for preventing and being prepared to manage outbreaks. Organisational governance on food safety includes having accessible internal policies, an outbreak management plan, and methods for detecting and recording people with symptoms.

Simple measures to prevent food-borne illnesses include: reminding all staff (not just kitchen staff) about the importance of storing, cooking, and cooling food at the right temperature, avoiding cross-contamination when food handling, and carefully washing and drying hands.

Be aware of high risk foods that may be brought in by visitors, including cheese, ice-cream, meat and salad. While food safety is essential in aged care, so is nutrition and keeping food interesting, enjoyable and culturally appropriate for consumers.

Useful resources related to food safety in aged care include:

**Aged Care Standards**

- [Pocket Guide to the Accreditation Standards – Quality Agency website](#), including information on Standard 2 Health and personal care and Standard 4 Physical environment and safe systems.
- [New Aged Care Quality Standard Guidance](#) – including information on new Standard 8 – Organisational Governance and the [Case Studies](#) section

**Food Safety Standards**

- [A guide to Australia New Zealand Food Standards Code 3.3.1- Food Safety Programs for Food Service to Vulnerable Persons](#) – Food Standards Australia New Zealand (FSANZ) guide

**Useful Guides**

- [National Meals on Wheels Guidelines](#) – Australian Meals on Wheels Association guide for service providers, caterers and health professionals providing home delivered and centre-based meal programs for older Australians
- [Food Safety for Aged Care](#) – useful resource from the not-for-profit organisation Australian Institute for Food Safety
- [Government’s Health Direct website](#) has useful resources on food safety to download.

**Infection control (gastroenteritis)**

- [Australian guidelines for the prevention and control of infection in healthcare](#), National Health and Medical Research Council
- [Infection Control Report – Quality Agency website](#) includes national survey results on occurrences, preventative measures and responses to gastroenteritis outbreak/s in residential aged care services.