



Meals on Wheels

Friday Fast Facts & News
Vol 168- 25/1/2019

THIS WEEK THE FRIDAY FAST FACTS AND NEWS BRINGS YOU

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SATISFACTION SURVEY

Last Friday we launched the QMOW Satisfaction Survey to gauge your satisfaction with the services and supports offered by QMOW to its Member Services. A big thank you for those who have already taken the time to respond. The good news is there is still time and we'd love to hear from you about what supports you use, how you feel those supports have been delivered and what supports you feel are most important to your Service. This will help us in our planning and direction of services. The survey should only take 5 minutes, and your responses are completely anonymous if you so choose. If we can have your response by the 29 of January 2019 we will be able to include it in the results for the next QMOW Board Meeting being held on the 30 of January 2019. If you could make it a priority, we would greatly appreciate it.

To aid in this, you may wish to complete this survey online by clicking here:

<https://www.surveymonkey.com/r/qmowsatisfaction2019>

Any hard copies can be faxed by to the office on 07 3205 1667.

If you have any questions about the survey, please feel free to call and discuss.

We really appreciate your input!

Evan Hill
Interim State Manager
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IF YOU ARE PLANNING TO HAVE A FULLY CUSTOMISED 2020 CALENDAR, YOU NEED TO START THINKING ABOUT YOUR PHOTOS NOW

We are very excited to offer you an Early Bird discount for your 2020 calendars.

All calendar orders (Generic, Personalised and Fully Customised) are eligible to receive the Early Bird discount if you send your order in by 30 June 2019.

NB: *For Fully Customised Calendar Orders to receive this discount, your photos must also be submitted by this time, and be print ready with aspect ratio of 9:5 (27cm x 15cm final print size), of a high resolution (1mb or higher) and greater than 300dpi.*

Odette Swainson
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Order
before 30 June to
receive your
EARLY BIRD
10 % discount

*Photos for Fully Customised
Calendars must be received
by this date for discount
to apply*



CLEANING CHEMICALS

Due to the recent upgrade of one of our ovens, we have a surplus of cleaning chemicals that we can no longer use.

i.e. 6 x 5litre bottles of Ecolab – Grease Express Fast Foam Oven and Grill Cleaner. These currently sell for \$25-\$45 (plus GST).

We are offering them to any fellow Meals on Wheels Service for \$20-00 each. ONO. Pick up from Meals on Wheels Redcliffe. If you are interested in purchasing any of these products please call Martin Carolan Ph 3284 386.

MEMBERSHIP INVOICES

Invoices have now been raised for those MOW Services who have returned their 2018 Annual Return.

Please keep an eye out for your invoice, as sometimes it may end up in your Junk Inbox.

If you require another email to be sent please contact me.

Naomi Jackett
Accounts
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POLICE CHECKS – A FOLLOW UP FROM LAST WEEK

Following last week's article regarding Police Checks, I wish to provide the following clarification. This advice related to the minimum police check requirements for CHSP. Should your Committee choose to be more diligent; you may choose, for example, to ask all volunteers to complete a police check, and this is well within your rights and responsibilities as a Committee to meet your obligations.

Laurel has since advised that under brokerage agreements for HCP Meal Delivery, there may be the need to have volunteer delivery drivers and admin staff undertake a police check, so please refer to any brokerage agreements you have in place for guidance.

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Standard 1

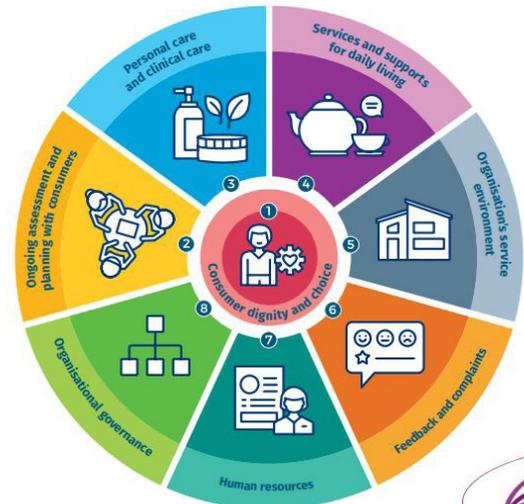
Consumer dignity and choice

Consumer outcome:

1. I am treated with dignity and respect, and can maintain my identity. I can make informed choices about my care and services, and live the life I choose.

Organisation statement:

2. The organisation:
 - a) has a culture of inclusion and respect for consumers; and
 - b) supports consumers to exercise choice and independence; and
 - c) respects consumers' privacy



Aged Care Quality Standards

Be ready for July 2019

1800 951 822
agedcarequality.gov.au

Standard one is the axle of the wheel for the new standards with all other standards building upon it. Its focus is the consumer; their individual differences in personal characteristics, experiences, values and beliefs and how we interact with each client.

To meet the standard, we must:

- Have in place practices and processes reflected in our policies and procedures that see each client as an individual and treat them with dignity and respect.
- Ensure our client's privacy is upheld.
- Ensure our consumers are aware of their rights, a new charter of rights will soon be released.
- Ensure our workforce recognise, promote and value diversity and can verbalise how we do this.
- Giving our consumers choice over their care and valuing their opinion in regard to the services offered.
- Ensure we provide all the information a consumer needs in regard to the service we offer in an appropriate time frame in a way that suits the consumer.

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This month:

- February grant writing workshop in Brisbane
- Date claimer for a technology and innovation event
- January grant lists

UPCOMING GRANT WRITING WORKSHOP IN BRISBANE



If you're keen to learn more about grant writing and can attend a workshop on Thursday 14 February, register your interest.

The workshop will be held at Griffith University's Logan campus from 9am to 1pm. To keep it affordable for not-for-profit groups, the cost is just \$75 and includes morning tea.

The workshop is based on my grant writing success that has realised over \$58M in projects and infrastructure in the last three years. You will learn:

- The various types of grantors and the differences to keep in mind when writing applications
- How to organise the application process so that it is manageable and stress-free
- The step-by-step grant process I use to complete applications
- What to include when writing responses to questions
- Writing tips (including letters of support)
- What to include in attachments
- The follow-up and acquittal process.

We will also work through the requirements for two common applications and you'll get plenty of opportunities to ask questions along the way.

The workshop can only go ahead if there is enough interest, so register by 28 January so that everything can be confirmed.

Email prue@indigogold.com.au with the names of attendees, the name of your organisation name (if applicable) and a phone contact. Once the workshop is confirmed, invoices will then be sent out.

If you would like to discuss this with Racheal before contacting Prue, just give her a call.

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LIVING WITH DEMENTIA AND DRIVING STUDY

As a way of introduction, I am a local Occupational Therapist involved in the Living with Dementia and Driving study. This is a nation wide study that aims to investigate ways to support people with dementia and their family members cope with driving and stopping driving. Participants in the study and their carer will have an opportunity to participate in a community-based support and education program called CarFreeMe. Details of the study were included in a recent Dementia Australia newsletter:

<https://www.dementiadaily.org.au/new-program-helping-older-australians-navigate-car-free-life/>

We are looking for assistance to promote the study to people who have with early dementia who still drive, or have recently stopped driving as a result of their dementia diagnosis.

If members are eligible for the study (over 60 and mild/moderate dementia), they are given a support program called CarFreeMe. CarFreeMe offers practical and emotional support for people with dementia and their family members cope with driving and stopping driving. The program is delivered 1:1 and/or in small groups, and includes 7 modules and a practical outing exploring alternative transport options.

- Living with Dementia
- Balancing Independence and Safety
- Coping with Losses and Changes
- Experiences of Retiring from Driving
- Alternative Transport
- Lifestyle Planning
- Advocacy and Support

Can you help?

Researchers at The University of Queensland are recruiting for the “Living with Dementia and Driving Study” funded by the National Health and Medical Research Council (NHMRC). We are contacting organisations that may be able to help us promote our study.

Stopping driving can be one of the most challenging issues for people living with dementia, their families and health professionals.

Particular challenges may include:

- Not knowing the right time to stop driving.
- Unlicensed driving.
- Difficulties learning to use alternative forms of transport.
- Concerns about how to keep people engaged in valued activities without driving.

Participants (60 years and over) and their care partner/support person are able to participate in the community-based CarFreeMe program. The program offers emotional and practical support for people making the transition to life without driving. The program includes:

- Collecting information about your needs related to getting around the community.
- Getting education, help and support from a health professional.
- Being part of a small group OR getting the help 1:1 at your home.
- Trying out different transport options and finding solutions to problems with getting around.
- Hearing from others in similar situations.

If your service is able to help, or you would like more information, please contact the researchers on:

Donna: donna.rooney@uq.edu.au / P | (07) 3365 6392

Theresa: theresa.scott@uq.edu.au / P | (07) 3443 2546

Website: www.carfreeme.com.au

SEATBELT SAFETY

Community Care Review recently featured the work of Neuroscience Research Australia (NeuRA) and the Transurban Road Safety Centre around seatbelt safety for senior Australians. Although their research focused on those aged over 75, I believe the information provided in their booklet and webinar provides a great training opportunity for our volunteers, regardless of their age. Our delivery volunteers spend the majority of their time within their vehicle, and therefore we should ensure we are offering training about remaining safe on the roads. Please click on the links below to read the Community Care Review article, the booklet or to watch the webinar.

Article: https://www.australianageingagenda.com.au/2019/01/22/high-tech-tests-establish-safe-senior-seatbelt-guidelines/?utm_medium=email&utm_campaign=Newsletter%20-%2024th%20January%202019&utm_content=Newsletter%20-%2024th%20January%202019+Version+A+CID_21ef43950c47d11c4f231713ff05ad4d&utm_source=Campaign%20Monitor&utm_term=High%20tech%20tests%20establish%20safe%20senior%20seat%20belt%20guidelines

Booklet: <https://www.neura.edu.au/wp-content/uploads/2018/12/Seat-Belts-and-Seniors.pdf>

Webinar: <https://www.youtube.com/watch?v=ZwT5J5Fb37I&feature=youtu.be>

Neuroscience Research Australia (NeuRA) have a large number of resources on their webpage (<https://talks.neura.edu.au/>) that you may be interested in.

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CHARITY MONEY MYTHS: THE FACTS ABOUT OPERATING AS A NOT-FOR-PROFIT



Charities registered with the Australian Charities and Not-for-profits Commission must operate on a not-for-profit basis. Generally, a not-for-profit is an organisation that does not operate for the profit, personal gain or other benefit of people such as the charity's members, employees, responsible persons or their friends or relatives. The definition of not-for-profit applies both while the charity is operating and if it 'winds up' (closes down).

The responsible persons of a charity (board directors, committee members or trustees) have duties to make sure that:

- the financial affairs of the charity are managed responsibly
- the charity does not operate while it is insolvent, and
- the charity continues to meet all of its obligations to the ACNC, including continuing to work towards its charitable purposes and remain not-for-profit.

With the release of data sets about Australian charities, including their financial information – it is important to shine a light on not-for-profit financial management and separate the facts from the myths.

Myth one: Charity can't make a surplus (profit)

Fact: A charity can make a surplus (profit)

- A charity can make a surplus, providing the surplus is used to further its charitable purposes.
- Generating a surplus is generally considered good practice for charities.

- A surplus is important for the financial viability of a charity and can help account for expected and unexpected expenses in the future.
- Based on the [2014 data on Australian charities](#), charities are more likely to have a surplus than a deficit.
- There may also be times when a charity experiences a deficit. A planned deficit, as part of financial management and overall operations of the charity, may also be helpful for the charity's long term success. For example, a charity may experience a deficit in order to deliver immediate relief during a disaster, or the charity may have adequate retained earnings from a large grant awarded during a previous reporting period.
- There are a number of ways that surplus can be used, depending on the charity's purposes and any relevant requirements in its governing documents or the law. A charity could use a surplus by:
 - implementing a new project or service
 - keeping some money in reserve
 - making a payment on a loan
 - acquiring investments, or
 - donating funds to another charity with a similar charitable purpose.



Australian
Charities and
Not-for-profits
Commission

Contact us
visit acnc.gov.au
phone **13 ACNC**

JS 36074

Myth two: A charity can't keep money in reserve

Fact: A charity can keep money in reserve

- It is good practice for a charity to have a reasonable amount of funds in reserve to protect it in the event of unfavourable or unexpected circumstances (in other words, contingency or 'rainy day' funds), such as a sudden loss of funding or a humanitarian disaster that requires a quick response.
- A charity may put aside a reserve to pay for planned future capital expenditures (such as a non-government school planning to build a new campus, or a disability service planning to purchase a mini bus to transport beneficiaries).
- A charity should only accumulate a reserve to further its charitable purposes.
- There is no set limit on how much money a charity can place in reserve. The charity's responsible persons need to decide on what is appropriate, keeping the charity's overall objectives, as well as the size of the profit in mind.
- There is no rule setting out how long a charity is able to keep money in reserve - again it is up to the charity's responsible persons to decide how retaining the money furthers its charitable purposes. However, a charity cannot accumulate indefinitely, as this would not be furthering its charitable purposes.

Note: If the charity is a **private ancillary fund** or a **public ancillary fund**, it will have slightly different obligations in relation to the accumulation of reserves. Read the factsheet on private and public ancillary funds at acnc.gov.au/factsheets

Myth three: A charity can't invest its funds

Fact: A charity can invest its funds

- Prudent (well advised) investments can diversify a charity's income stream and form part of good financial management practice.
- It is common for charities to make investments.
- When a charity is planning to invest money, it needs to think about how the funds will ultimately further its charitable purposes.
- It is good practice for charities to seek appropriate financial advice about investments.
- A charity should invest its funds as a part of a financial management plan that includes risk management policies and procedures.
- A charity can invest its funds by purchasing bonds, stocks or term deposits. However, high risk investments are generally not appropriate for charities.
- Many charities that choose to make investments aim to do so in an ethical way to align with their charitable purposes.
- Any investment decisions made by a charity must comply with the requirements set out in the ACNC governance standards. This will assist the charity to make sure that the decisions are made within an appropriate governance framework, in a way that furthers the charitable purposes.



Myth four: A charity can't undertake commercial activities

Fact: A charity can undertake commercial activities

- A charity can undertake commercial activities but must do so with the aim of advancing its charitable purposes. 'Commercial activities' involve transactions (sales and purchases) that aim to provide goods and services to businesses and individuals for the purpose of making money.
- There are three scenarios where a charity can undertake commercial activities in a way that is consistent with the requirements of being a charity:

01

A charity can **undertake commercial activity with the purpose of generating profit to fund its work towards its charitable purpose**. For example, a charity that provides free health checks and information sessions for people experiencing homelessness and disadvantage establishes a medical centre in Sydney CBD. The general public utilise the medical centre and pay to use the services. All of the profits made by the medical centre are used to fund the free health checks and information sessions.

02

A charity can **undertake commercial activity where the activity directly contributes towards its charitable purpose**. For example, a charity might have the purpose of providing employment to people living with disability. To achieve this purpose, the charity could operate a retail store and provide employment and training to people living with disabilities. In this way, the charity is undertaking commercial activity while also working towards its charitable purpose.

03

A charity can **undertake commercial activity where the activity is only incidental to the purpose of the charity**. For example, a charity with the purpose of rescuing and rehabilitating native animals that are injured or have lost their habitat finds that it has a stock of organic fertilizer as a result. The charity decides to sell the fertilizer as a way of raising its profile and generating a very small amount of income. The sale of the fertilizer is a commercial activity that is incidental to the charity's charitable purpose.

Myth five: A charity can't spend money on administration

Fact: A charity can spend money on administration

- Charities are justified in incurring administration costs. Running professional, sustainable and effective charities costs money, which includes spending money on their administration.
- Generally, the administration costs of charities are understood to be costs incurred by the charity to allow it to operate. For example, the costs of renting an office, supplying it with electricity, purchasing and maintaining an IT system, and the salaries of the CEO and office staff who do not provide services directly to clients, are all administration costs.
- It is up to the charity's responsible persons to decide how much money should be spent on administration, as long as they comply with the ACNC governance standards to make sure that the charity's financial affairs are managed in a responsible manner.
- The *Australian Charities Report 2014* provides evidence of the diversity, variability, geographic spread, and complexity in the sector. All of these differences affect how much money a charity spends on administration. For example, a remote health charity employing a range of medical professionals and offering services such as dialysis, will have administration costs that are far greater than a charity based in the centre of Perth raising funds for a local childcare centre.

- High administration costs alone do not indicate that the charity is poorly run; in fact, it would be concerning if a charity had no such costs.
- Administration costs can be a mark of effectiveness – for example the charity that trains its staff and evaluates its programs may be more efficient and effective than the charity that does not.
- When trying to understand a charity's effectiveness, it is better to pay attention to other factors of not-for-profit performance: transparency, governance, leadership, and impact.
- In Australia, there are no standards or clear definitions to guide which of the charity's costs should be classified as 'service related' and which should be classified as 'administration'. In the absence of any such standards or guidelines, information about administrative costs is not comparable and is often misleading.



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