



# Meals on Wheels

Friday Fast Facts & News

Vol 171 - 15/2/2019

THIS WEEK THE FRIDAY FAST FACTS AND NEWS BRINGS YOU .....



The 2019 General Meeting of Queensland Meals on Wheels Limited is to be held **Tuesday 26 March 2019, commencing at 12.30 pm** in the Podium Room 4 at **Rydges South Bank, 9 Glenelg Street, South Brisbane, 4101**.

A light lunch will be provided from 11.45 am – 12.30 pm.

The following is the agenda for the meeting.

This notice has also been sent to all Member Services via email.

## AGENDA

Meeting to commence at 12.30 pm

1	Opening	Chairperson – Tony Charlesworth
2	Apologies	Chairperson – Tony Charlesworth
3	Minutes of previous General Meeting 14 March 2017	
4	Chairperson's Report	Chairperson – Tony Charlesworth
5	Guest Speaker	Representative from Qld Office - Department of Health
6	Guest Speaker	Representative from JLT Insurance
7	Guest Speaker	Representative from Department of Communities
8	State Manager Report	Interim State Manager & QMOW Ltd Staff 8.1 Interim State Manager Report 8.2 Service Level Agreements 8.3 Role of the Business Manager 8.4 Forums/Workshops April – December 2019 8.5 National Disability Insurance Scheme
9	Issues/Ideas from Member Services	3.00 – 3.15 pm
10	Q & A	Chairperson – Tony Charlesworth Interim State Manager – Evan Hill 3.15 – 3.45 pm

Please advise [info@qmow.org](mailto:info@qmow.org) of the delegate/s who will be attending as soon as possible, but before Tuesday, 19 March 2019 for catering purposes.

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ACN 624 466 084

More  
than just  
a meal

Attending the meeting in person:

Via train, Rydges South Bank is a 3 minute walk along Grey Street from South Brisbane Train Station.

Via car, parking is available around the area and more information will be included in the email sent directly to Services.

[Click here to view map](#)

Can't attend in person, why not join us online via Zoom? [Click here to register](#) for attendance by technological means (the modern day term for watch it online).

- PAGE 1 GENERAL MEETING NOTICE  
PAGE 2 NATIONAL CONFERENCE SAVE THE DATE  
PAGE 3 GOVERNMENT ANNOUNCEMENT  
PAGE 4 FREE SENIORS DIARY  
FOR SALE  
PAGE 5 NEW AGED CARE QUALITY STANDARD 4
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The Meals on Wheels Australia National Conference will be held at the scenic Country Club and provides a forum to meet, share stories and valuable advice.

**19 - 21 February 2020**  
**Launceston, Tasmania**



The Meals on Wheels Australia National Conference will be held at the scenic Country Club and provides a forum to meet, share stories and valuable advice.

The timing of the 2020 national conference is significant as it is anticipated to coincide with key government policy initiatives. It provides an opportunity to work together on local, state and national strategy, innovative service models and preparations for potential community care reform. Together we will enrich our mission to nourish, care and strengthen communities.

This conference is one not to miss with well-known keynote speakers, educational workshops and social events that provide a chance to experience Launceston while staying in the beautiful bushland setting of the Country Club

Launceston is picturesque – why not plan to extend your stay and take in the history and culture that Launceston has to offer.

## GOVERNMENT ANNOUNCEMENT

The Federal Government has now released further details of its \$662 million aged care funding package announced last Sunday, 10 February.



The  
Department  
of Health

### Home Care Packages

#### \$282.4 million for 10,000 home care packages across all levels

The 10,000 packages will be released through the national home care prioritisation system from 12 February 2019.

Packages will be released across all levels as follows:

Level 1 – 3,000

Level 2 – 2,500

Level 3 – 2,500

Level 4 – 2,000

#### \$35.7 million to increase home care supplements for dementia and cognition and veterans

The rates of payment for the dementia and cognition supplement and the separate veterans' supplement will permanently increase by 15% from 20 March 2019. This means they will now be paid at 11.5% (rather than 10%) of the value of the **home care package**.

#### \$7.7 million to enhance the safety, quality and integrity of home care

This measure provides for the phased development of enhanced quality, safety and integrity of home care services as the **Home Care Packages Program** expands. It will increase targeted audit activity with more reviews of quality and safety for new and current home care providers. The initial \$7.7 million for phase one includes funding for an additional 17.8 frontline staff in 2018-19 and 22 staff in 2019-20 to support the rapid growth in the home care program. This includes workforce across complaints, compliance, approved provider assessment, and auditing of home care services.

### Summary of Residential and Home Care

A new \$7.4 million business advisory service for both residential and home care providers to help them improve their operations

The measure will provide subsidised independent accounting and business advisory services to residential and home care providers to help them find efficiencies and improvements in their operations. Aged care providers will be able to apply for these services. Eligibility criteria will be established with an expectation that providers operating facilities in rural and remote areas and smaller providers will be prioritised. An independent firm/s will be engaged by the Department to provide the services. The Department will put out a tender for these services shortly.

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

Minister Wyatt said ““This is about more choices for a longer life – giving older Australians more aged care options and the capacity to live independently for as long as possible. Thanks to our Government’s strong economic management, in the past year we have announced 40,000 new home care packages and \$115 million to grow the Commonwealth Home Support Program. Unlike Labor, we are committed to funding this crucial support to those most in need. Our funding of \$19.8 billion in 2018-19 is almost \$6.5 billion more than Labor provided in its last full financial year (2012-13)”.

The Aged Care services sector particularly welcomes the Government’s decision to get on with the job of making the aged care system better right now, whilst the Royal Commission into aged care quality and safety commences its important work leading up to the first report due October 2019 and then for the remainder of the Royal Commission term and final report due April 2020.

### How can Queensland Meals on Wheels support you?

It is now time to market your business and the affordability of meals to Home Care Package providers and to Home Care Package consumers. As at June 30 there were 896 Home Care Package providers across Australia providing packages to some 91,847 recipients.

The 10,000 additional home care packages announced will go some way to easing the pressure on the home care package wait list. Currently there are 69,086 people waiting for their approved level of package and there were 57,646 people waiting for a higher level of package.

Now is the perfect time to act and market your business to secure a slice of the home care package funding dollar.

On 23rd August The Department of Health announced the statement; “CHSP Beyond 2020 – Existing CHSP service providers

have been extended to provide services until 30 June 2020. No decisions have been made about future program or funding arrangements for the CHSP beyond 30 June 2020". So, we at Queensland Meals on Wheels feel its time to focus on establishing partnerships and acquiring a share of the Home Care Package funding dollar.  
or funding arrangements for the CHSP beyond 30 June 2020". So, we at Queensland Meals on Wheels feel its time to focus on establishing partnerships and acquiring a share of the Home Care Package funding dollar.

Contact Laurel Wyte, Community & Partner Engagement Officer who can help you navigate through the myriad of service provider brokerage contracts that you will receive. Laurel can assist you with regulatory compliance and contract management. There may be a requirement to disclose your business operations, policies, procedures, bank account details, ABN etc. Laurel can assist you to share the relevant pertinent business information that is required and assist you to tailor the partnership arrangement to suit your current business model, (rather than you having to unnecessarily change your current business model).

**Laurel Wyte**  
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## FREE SENIORS DIARY

In this helpful and informative resource, you will find a full range of important legal topics of interest to seniors. Some of these include aged care, mental health, the NDIS, pensions and medical issues, as well as information for Aboriginal and Torres Strait Islander seniors. Each topic also includes a list of useful contacts.

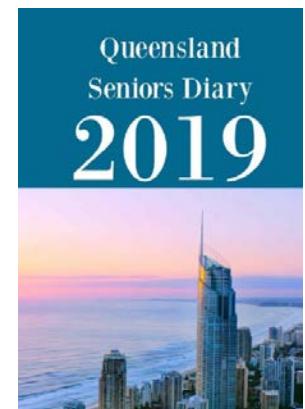
Stay informed about your rights and how to protect them with the Queensland Seniors Diary!

ORDER YOUR COPY NOW Maximum order of 28 diaries per order. Postage costs still apply. There are a range of ways you can order the Queensland Seniors Diary 2019.

Online: [click here](#) to order from our website.

Email: [guardianship@adaaustralia.com.au](mailto:guardianship@adaaustralia.com.au)

Call: 1800 818 338



## FOR SALE

Redcliffe have a Kyocera Multi-Function Printer Model FS-3040MFP for sale. This copier Prints, Copies, Scans and Faxes and is in very good working order.

Original cost was approx. \$1 200, selling for \$250 ONO. (Pick up from Meals on Wheels Redcliffe) Ph 07 3284 3861



FOR SALE \$8000.00 ONO  
RATIONAL SCC 62 SelfCookingCenter® 5Senses - whitefficiency

Are you looking for a reliable second hand oven. We have upgraded to a bigger oven!  
Meals on Wheels Mackay have for sale: The SelfCookingCenter® 5 Senses  
Comes with Stand, Racks and Manual

Your SelfCookingCenter 5 Senses can grill, roast, bake, steam, stew, blanch and poach. And it can do that regardless of whether you want to prepare meat, fish, poultry, vegetables, egg dishes, baked goods or desserts, or 30 or several thousand meals. This cooking system is your versatile assistant in the restaurant, hotel, catering, in industry catering or in the food service industry.

You specify how you want your dishes, and the SelfCookingCenter® 5 Senses will implement your ideas, precisely and reliably. For us it is, and always will be, the chef who decides on the result - and gets exactly what she wants. In the past, chefs used to need special appliances such as the grill, oven, stove, saucepans or frying pans, along with a lot of time and effort to prepare a good meal. Today you only need these 4 intelligent assistance functions to give you the perfect support in your kitchen.

Ph 07 4957 6522



## Standard 4

### Services and supports for daily living

#### Consumer outcome:

- I get the services and supports for daily living that are important for my health and well-being and that enable me to do the things I want to do.

#### Organisation statement:

- The organisation provides safe and effective services and supports for daily living that optimise the consumer's independence, health, well-being and quality of life.



Standard four is focused on how we deliver services. This standard looks at how we provide service to clients that have the best outcome for the consumer's independence, health, well-being and quality of life.

To meet the standard, we must:

- Know how to access and reference the consumer's Care and Service Plans on My Aged Care and within our own records
- Have in place a procedure to help consumers access other services
- Have in place policies and procedures that met the requirements of Workplace Health and Safety such as Incident/Near Miss Reporting, Continuous Improvement Register and associated management procedures.
- Have a risk management process in place to assess risk both environmental (e.g. consumer's house) and food related (e.g. allergies)
- Delivery processes are safe and effective, and volunteers are well trained in our need to meet this requirement
- We have developed relationships with key stakeholders e.g. RAS, MAC, ACAT and other service providers and can show the support of this network for the benefit of clients
- Have in place a process to measure the effective of the service delivery from the consumer's point of view at least annually through channels such as satisfaction surveys
- Offer flexible delivery arrangements to suit the consumers' needs
- Offer consumers choice in meals so they are varied
- Produce meals that meet the National Meal Guidelines to ensure quality and quantity as well as nutritional needs of consumers are met
- Ensure our clients understand the processes we have in place around the above points (e.g. Client Handbooks cover menu choice, delivery options, how they can give feedback)
- Provide training at orientation and annually with the workforce on the above points, with records to show such training has been completed.

The AACQA has more information around Standard 4 at <https://www.agedcarequality.gov.au/providers/standards/standard-4>

If you need any assistance, please feel free to contact us.

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## GRANTS OPPORTUNITY

Does your Service need funding for new equipment and upgrades to facilities?

Round 100 of the Gambling Community Benefit Fund is now open for applications, closing on Thursday 28 February.

Community groups have been able to build new sheds, install solar panels, refurbish kitchens, purchase sporting equipment, renovate changing rooms, purchase IT equipment and even purchase new vehicles. These grants are a big boost for not-for-profit groups in my electorate.

The fund is Queensland's single largest grants program, distributing over \$55 million annually to Queensland not-for-profit organisations. Grants of up to \$35,000 are available.

If you need information about eligibility and how to apply, please contact your local state member or visit <http://www.justice.qld.gov.au/corporate/sponsorships-and-grants/grants/>

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## UQ 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 people with early dementia who still drive, or have recently stopped driving as a result of their dementia diagnosis to assist in our study.

If 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.

Can you help spread the word about our study? If you have a newsletter, you could insert the below request:

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 telephone: (07) 3365 6392

Theresa: theresa.scott@uq.edu.au telephone: (07) 3443 2546

Website: [www.carfreeme.com.au](http://www.carfreeme.com.au)