



Meals on Wheels

Friday Fast Facts & News
Vol 174 - 8/3/2019

THIS WEEK THE FRIDAY FAST FACTS AND NEWS BRINGS YOU

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APPLY NOW FOR THE BRISBANE AIRPORT COMMUNITY GIVING FUND.

The Brisbane Airport Community Giving Fund provides cash grants to community groups, organisations and schools working hard to make our city and our state a better place.

The Giving Fund: If you are a school or community group that provides health and wellbeing, safety, sport, education, environment or other community benefits, you may be eligible to apply. Simply select 'The Giving Fund' when completing your online application below, and tell us in 1,000 words or less (or provide a video link) as to how your group will benefit from a cash grant.

Please find the application form by clicking on the link below.

<https://www.bne.com.au/corporate/community-and-environment/supporting-our-community/community-giving-fund/application-form>

If you need any help applying for this fund, please call Kath.



Kath Neilsen

Field Support Officer

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GENERAL MEETING UPDATE

As part of the agenda for the upcoming QMOW General Meeting to be held on Tuesday 26 March, we are planning speakers from both Federal and State government agencies. To make the most out of this session, Member Services are invited to submit any questions or topics they would like raised on the day for these speakers ahead of time.

Your contributions will be highly valued and will contribute toward a successful and collaborative outcome. If you

have any other questions or topics for discussion on the day you are most welcome to submit those as well.

Please forward to Evan Hill, Interim State Manager at evanhill@qmow.org or Lisa Lowe, Member Service Concierge at email: mssc@qmow.org

Evan Hill

Interim State Manager

**E | evanhill@qmow.org
P | 3205 5588**

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
12.45 - 1.00 pm |
| 5 | Guest Speaker | Representative from Qld office - Department of Health
1.00 – 1.20 pm |
| 6 | Guest Speaker | Representative from JLT Insurance
1.20 – 1.40 pm |
| 7 | Guest Speaker | Representative from Department of Communities
1.40 - 2.00 pm |
| 8 | State Manager Report | Interim State Manager & QMOW Ltd Staff
2.00 – 3.00 pm |
| | 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 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



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: Join us online via Zoom? [Click here to register](#) for attendance by technological means (the modern day term for watch it online).

UPDATED DOLLAR VALUE OF VOLUNTEERING

Ever wondered what a volunteer was worth? Well we know they are invaluable to our organisation as we wouldn't exist without our wonderful volunteers. The volunteering peak bodies do however have a figure, released twice a year by the ABS, that they use to work out the financial contribution of volunteering in Australia. At its last calculation, Volunteering was worth \$11.6 billion to the Queensland economy.

The latest figure announced is \$42.25 per hour. This can be used from now until 15 August 2019 and is based on the May 2018 ABS Average Weekly Earnings,

Australia and assumes a 38 hour working week. The methodology behind the use of this figure comes from Dr Lisel O'Dwyer (previously Prof. Duncan Ironmonger) as the dollar replacement value hourly rate, which forms part of her overall value of volunteering figure.

These figures highlight the incredible economic value the thousands of volunteers across Meals and Wheels provide. As always, don't hesitate to contact me should you ever need any assistance or support regarding volunteers in your service".

Rachael Speechley
Volunteer Support Officer
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Brisbane North Aged Care Breakfast Forum

Thursday 28 March 2019 - North Lakes

This professional development opportunity brings together aged care service providers and health professionals for an informative breakfast event. Hear the latest aged care sector updates, gain insights into consumer and carer perspectives, increase your knowledge of best practice and network with health care professionals.

Date: Thursday 28 March 2019

Time: Registration and breakfast from 7.00 am, session from 7.30 am - 10.30 am

Venue: North Lakes Sports Club, Discovery Lounge, 36-42 Flinders Parade, North Lakes Qld 4509

Cost: No cost to attend

Resource table: We encourage providers to bring a small amount of marketing material to share during the forum and place on the resource table next to the registration desk. (limited space available).

[CLICK HERE](#) to register now.

Enquiries:

For more information, please email Debbie Green on Debbie.Green@brisbanenorthphn.org.au or phone 07 3630 7307.

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INTERNATIONAL WOMEN'S DAY . . . # Balance for Better



International Women's Day means different things to different people, but the global focus on equality and celebration is clear.

Throughout ancient and modern history, women have collaborated and lead purposeful action to redress inequality in the hope of a better future for their communities, children and themselves. Whether through bold well-documented action or through humble resistance that never made it into the history books, women have united for equality and achievement forever.

And along the way, one particularly powerful collaboration lead to the formation of a globally united moment for women across countries to come together in hope and action. That moment is **"International Women's Day"**.which we celebrate today.

Started in the early 1900's, the almighty and tenacious Suffragettes forged purposeful action for equality. It was the Suffragettes who started International Women's Day, with the first officially named "International Women's Day" event held in 1911.

And still to this day, International Women's Day continues to be a powerful platform globally that unifies tenacity and drives action for gender parity, while celebrating the social, cultural, economic and political achievements of women.

We celebrate our pioneer of Meals on Wheels, Rhoda Cameron who founded Meals on Wheels in Queensland in 1956, following a visit to Britain where she observed a meal delivery service operating for those in need.

Identifying the need to establish a similar service in her local community, Rhoda cooked the first three meals from her own kitchen, before demand increased and a move into the gardeners' cottage on her property was required.

Mary Lowe is another pioneer of Queensland Meals on Wheels. After Mount Gravatt Meals on Wheels was set

up, Mary became a volunteer driver and after a short time was elected to their Management Committee. In 1980 she became their President and served in the

capacity until nominated and elected on 4 February 1987, to the position of President of Queensland Meals on Wheels. Mary took on this position vowing to give of her best and without a doubt results proved she has give 100% plus of her time and talents. Mary held this position until 1998.

Not only did Queensland Meals on Wheels see and appreciate the good work that Mary was doing, but the Fedreal Government recognised this too, and on 5 June 1993, Mary Lowe, was choosen out of some sixty nominations to be named Queenslander of the Year.

Please take the time to acknowledge, recognise and celebrate the women in your organisation and remember the trailblazers who have lead the way.



Right to left: Mary Lowe, Wayne Goss and Kylie Buchanan



STRATEGIES FOR SUCCESS with Lorraine Poulos



Lorraine Poulos

Keeping your head when all around you are losing theirs

“Please Lorraine, can you tell government to stop making changes? We can’t keep up!”

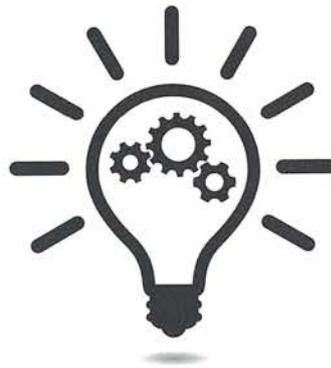
This comment was made by an attendee at a recent seminar I hosted.

Everyone laughed and clapped vigorously. I also laughed and replied that unfortunately I did not have a “telephone to glory”.

We are going through what seems like rapid change in our sector. However, the reforms have been known about for many years and we always knew that market deregulation would throw up challenges for providers.

Let’s review this a little more closely.

- **Contestability of the market** - We need only look at the telecommunications, energy and health insurance sectors to realise that more entrants into a market can mean significant changes. While most providers I work with have been adjusting their models, some are finding the move to a ‘business’ model challenging. Lack of referrals, unethical marketing and price reductions are leading to a significant drop in client numbers for providers.
- **Consumer-centric services** - Some providers are concerned that price is the most important factor when a consumer chooses a service. But often it’s the provider who is prepared, listens, is clear about what they can provide, provides a range of services and has available staff that are reliable and well trained which will be chosen.
- **Compliance** - With the acuity level of consumers increasing there is a greater focus on how providers meet relevant standards and legislative responsibilities. The new Aged Care Quality Standards have a strong emphasis on how providers meet the clinical needs of consumers, particularly, when care is shared with family, other health professionals and consumers.
- **Lack of clarity** - In Home Care Packages there is no operating manual and this has led to confusion. We are seeing some ‘dubious’ spending of home



care subsidies that do not appear to be linked to a care need or goal. Lack of clear guidance from government on what is appropriate spending has led to avoidable complaints, with some consumers viewing the subsidy as an additional lifestyle supplement.

- **Lack of referrals due to high waiting lists** – Government and consumer groups have done an excellent job of promoting MyAgedCare but there are now significant ‘blockages’ in the system. The recent announcement of innovation grants in CHSP is a welcome initiative for providers and it is hoped that it will lead to a more equitable system where those who have ongoing needs can access services, while reablement will let some consumers exit programs.
- **Changes to the pricing model** - It is proposed that HCP providers will not be able to charge a separate administration fee. Many provider models are dependent on this income and the impact of the removal of this fee will be one of the most significant changes since the 2015 and 2017 reforms. This is due to the lack of certainty around income and the struggles many providers will have in meeting their fixed costs such as rent, IT and other fixed overheads.
- **Case Management** - Many consumers have managed their own lives for a very long time and should be encouraged to continue to do so. There are now several excellent ‘self-directed’ models which are

working well. As providers we need to embrace self-management and actively engage with consumers and others about how they can be partners in care. COTA’s Self-Management Toolkit is a great resource for providers to get ideas about how informed consumers may be thinking.

- **Media coverage about unscrupulous providers** - Recently we have seen media coverage about providers in home care who have not met standards and reports of excessive charges. With the Aged Care Royal Commission the reports will only increase and home care providers won’t be immune.

WHAT STRATEGIES SHOULD WE CONSIDER IN PREPARING FOR THE FUTURE?

1. Undertake a market analysis of your competitors and review your own offerings.
2. Consider ‘bundling’ of services that are in line with the domains of care outlined in the ACAT guidance framework for HCPs.
3. Regularly review your clinical care provision and self-audit against the Aged Care Quality Standards.
4. Undertake an in-depth review of your pricing model and organisational structure.
5. Have some ‘best case/worst case scenarios’ ie risk management and associated actions.
6. Ensure your case management model is contemporary and allows consumer engagement.
7. Have a documented media strategy in place and assess all possible reputation risks.

Above all don’t panic!

For more information please feel free to email or check out our website. ■

Lorraine Poulos is a trainer and consultant with experience working with government and aged care providers. Contact admin@lorrainepoulos.com.au