



# Meals on Wheels

Friday Fast Facts & News  
Vol 185 - 24/5/2019

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

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## VOLUNTEER WEEK

We trust you have had a fantastic week recognising and celebrating the contributions of your volunteers. It is a great opportunity to remind ourselves that our humble and compassionate volunteers provide the greatest donation of all, which is the giving of their time to support their community.

As part of our Activity Work Plan, QMOW has developed a Volunteer Strategy which is designed to identify key actions in how we promote, recruit, support, retain, engage, celebrate and recognise our current and next generation of volunteers. The strategy can be found at [www.qmow.org/files/volunteer\\_strategy\\_draft\\_rf.pdf](http://www.qmow.org/files/volunteer_strategy_draft_rf.pdf) We value your feedback and appreciate if you have an opportunity to have a read through. You can send us any comments to Rachael Speechley [vso@qmow.org](mailto:vso@qmow.org) by COB 29 May 2019.



Staff and volunteers at Holland Park Meals on Wheels celebrating Volunteer Week

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## CHANGES FOR QMOW CONTACTS

Dear Member Services

I wish to advise the following changes in QMOW contacts for the following services:

For all enquiries for partnerships, home care packages and the NDIS, please contact Lisa Lowe [msc@qmow.org](mailto:msc@qmow.org)

For all HR related enquiries please contact the State Manager directly [statemanager@qmow.org](mailto:statemanager@qmow.org)

As always, any questions or if I can assist in any way, please contact me directly.

**Evan Hill**  
*Interim State Manager*  
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## WEBINAR DATE FOR YOUR DIARY

**When:** 12noon, Thursday 13 June 2019

**Topic:** Understanding the New Standards and what you can do to prepare for your Audit

**Presenters:** Kath Neilsen (Field Support Officer) and Rachael Speechley (Volunteer Support Officer), QMOW

**To register:** Click on this URL link: [https://zoom.us/webinar/register/WN\\_ENc4yXoeRBOpfHctXG9Ztw](https://zoom.us/webinar/register/WN_ENc4yXoeRBOpfHctXG9Ztw)  
or go to [www.zoom.us](http://www.zoom.us) and enter the webinar ID: 510-296-392

After registering, you will receive a confirmation email containing details about the webinar.

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### “Understanding the new Charter of Aged Care Rights”

**Wednesday 22 May at 10:00am – 11:00am (AEST).**

This webinar will prepare you for what's to come, including the key changes, responsibilities, and implementation requirements associated with the new Charter of Aged Care Rights.

The session will be interactive, providing an opportunity for your questions to be answered.

If you haven't already registered, please do so via this [link](#)

Vimeo access: Please note the webinar will be accessed via: <https://vimeo.com/336270195/9549bf28a0>

Please check that the link works prior to the webinar. The vimeo platform being used for the webinar may be considered a social media site and therefore may be blocked by your organisation's firewall.

If you are unable to access the link, please speak with your IT provider and request Vimeo be temporarily enabled.

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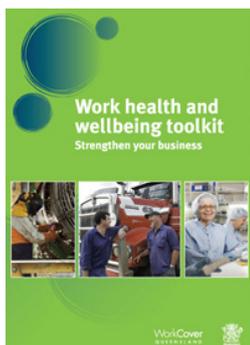
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## QPS BENEVOLENT SCHEME NEW FORM

For those services who are registered to use the QPS scheme, please be aware that a new volunteer consent form has been introduced. The old form was a single page whilst the new form is 4 pages (same data to be entered just spread out now). If you still have the old form, please email a copy to me and I can arrange a new form for you in electronic format.

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## WORK HEALTH AND WELLBEING TOOLKIT



On Tuesday I attend the launch of the Work health and wellbeing toolkit. This toolkit was developed in partnership with Work Cover Queensland and the State Government. The toolkit aims to assist employers, managers and leaders to embed work health and wellbeing into their business systems to help improve the health of their workers and workplaces. Useful resources from the toolkit can be downloaded from [www.worksafe.qld.gov.au/health-wellbeing](http://www.worksafe.qld.gov.au/health-wellbeing)

If you require further information about the launch or would like to use the toolkit in your workplace you can email [healthyworkers@oir.qld.gov.au](mailto:healthyworkers@oir.qld.gov.au)

WorkCover  
QUEENSLAND

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The  
Department  
of Health

### Translated Charter of Aged Care Rights - template for signing

From 1 July 2019, providers must give consumers a copy of the new Charter of Aged Care Rights signed by the provider. They must also ensure that the consumer or their representative has been given a reasonable opportunity to sign a copy of the Charter.

Asking for the consumer's signature allows them to acknowledge they have received the Charter and had assistance to understand it. Consumers are not required to sign the Charter and can commence, and/or continue to receive care and services, even if they choose not to sign the Charter.

The Charter of Aged Care Rights – template for signing has been translated into 18 languages and is available on the [department's website](#).

Department of Health

## FOOD SAFETY PROGRAMS

I have been dealing with a few Member Services recently regarding their Food Safety Audit and their Food Safety Program (FSP). The common issue I am seeing is that the FSP is the original program from 2009 and amendments have not been made regarding the practices in the kitchen. If any practices have changed, either new practices or practices that are not done, they need to be amended e.g. vitamising, use of bain-marie, etc. As long as these changes are minor they do not need to be sent to council for approval. However if there are major changes to the processing or handling of food then that would have to be sent to council for approval and addition to the accredited FSP before they are implemented.

In addition, the monthly review process is more often than not being filled out to the required standard. This is the Services opportunity to review the records and procedures of the month and highlight any areas of concern. It is a great opportunity to supply examples of records that are in accordance with the program, as well as a chance to take corrective actions where processes are not working.

If you need any help in this regard, please do not hesitate to contact me.

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Meal Operations Officer  
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## KITCHEN EQUIPMENT DONATIONS

QMOW has been contacted by a Member Service seeking some friendly support from our Membership by way of kitchen equipment donations. They are seeking a number of items which we are hoping some Member Services may have in surplus. Please let us know if you have any of the following items available to donate and we will arrange pickup and delivery:

- Gastronome Trays
- Gastronome Lids
- Tiny Tags
- Hard Plastic Meal Dividers used to separate meals in Eskys

If any Member Service has any items they wish to donate or sell, please let us know and we can advertise in Friday Fast Facts.

**Nathan Hammond**  
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Polixen, in conjunction with Pine Rivers MOW, are hosting knowledge workshop at the Pine Rivers MOW dining room on Friday, 14th June 2019. This event is open to all Meals on Wheels services, not just those currently using Polixen software. The details are:

- When:** Friday, 14th June 2019
- Where:** Pine Rivers MoW dining room  
3 Mundin Street  
Petrie Qld 4502
- Time:** Polixen will run 2 sessions covering the same information in both sessions (times to be confirmed):  
9 am to 12 noon; and  
1:30 pm to 4:30 pm
- Transport:** Wendy will arrange cars to pick you up from Petrie train station if required.

Polixen will discuss important subjects for Meals on Wheels services including:

1. NDIS Reporting - How to make claims, setup your clients etc.
2. Package Providers - Manage third party organisations and setup split pricing
3. Managing Auditing Requirements - WHS, Certification Management, etc.
4. Client Reablement - Reablement is a short and intensive service, usually delivered in the home, which is offered to people with disabilities and those who are frail or recovering from an illness or injury.
5. DEX Reconciliation Reports - Check your DEX figures online
6. Meal Choices - Show how other MOWs are doing it (from big to small)
7. Social Support & Centre Based Meals (how to capture even if you are not funded)

Polixen will be able to show you best practices based on their experience with MOWs around all of Australia.

This workshop is not limited to these topics and we encourage all to bring their questions along for a big Q and A. Alternatively, email your questions to Wendy, so answers can be prepared and available for you at the meeting.

Please register your participation with Wendy at [admin@mowpr.org](mailto:admin@mowpr.org) or phone 0414 916 955. If you are unable to attend, the session will be recorded and available from Polixen.

## NDIS REGISTRATION RENEWALS AND AUDITS

As discussed at the General Meeting in March, the NDIS Commission will assume management of the NDIS from July 1, 2019. All Registered Providers will automatically have their registration transferred to the NDIS Commission.

The NDIS Commission will soon be forwarding Certificates of Registration to each Registration Provider, so if you have registered as a provider with the NDIS, you will be receiving one of these. These certificates will indicate registration start and end dates. To remain a registered provider with the NDIS, you will need to undertake a registration renewal process. Member Services are able to commence renewal of their registration within six months of the registration end date, so once the Commission advise you on the registration end date you will be in a better position to understand the timeframes.

Part of the registration renewal process requires Providers to undertake an audit, and I appreciate this has been an area of much discussion and confusion, particularly with respect to scope and costs.

There are two categories of audits – certification or verification – with Meals on Wheels Services falling into the certification category. The audit process ties in directly with the renewal process. The first step in the renewal process involves providing information about your organisation and completing a self-assessment of your organisation against the NDIS Practice Standards, using the NDIS Commission portal. Once complete, the NDIS Commission will issue you with a Scope of Works.

The Scope of Works relates to the audit, and it will contain information that will determine what your audit is expected to cover. This is then provided to NDIS Commission-approved quality auditors who will provide you with a quote. The audit process will not be dissimilar to other audits you have experienced and when the audit is complete the Auditor will report their findings back to the NDIS Commission. If all compliance's (against the scope of works) are met, the registration will be renewed. The allowable timeframe for the renewal process to take place is no longer than 12 months.

Queensland Meals on Wheels is aware that the Provider Registration renewal (Audit) process will put further financial and administrative burdens on Member Services, and we are working toward reducing these burdens. The NDIS Commission has indicated that consideration will be given to the type of supports provided by Providers to NDIS clients, as well as the size of each organisation, which they refer to as "proportionality". This means each audit isn't a one size fits all and will be individual and based on indicators such as number of clients and number of employees. We will also explore the notion of "mutual recognition" with the Commission which is a fancy way of saying how do we reduce the audit and cost burden by having the Commission recognise the audits Member Services already complete such as the quality review.

QMOW is also looking at a model where we can offer services registration through QMOW, which may reduce the cost burden further. I will provide an update on this as we develop what this model out.

When you receive your registration certificate please don't hesitate to call myself or Lisa Lowe on Ph: (07) 3205 5588 or [msc@qmow.org](mailto:msc@qmow.org)

For further information relating to the renewal of registrations and audits can be found at [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)

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# HOW TO IDENTIFY EMAIL PAYMENT FRAUD.

## Email payment fraud

Often called 'business email compromise' or 'CEO email scams', these occur when a person poses as your CEO, CFO or other person in authority on an email – usually by 'spoofing' the executive's email address – and asks that a payment be made to a nominated bank account as a matter of urgency.

The nominated bank account details are used by criminals to access stolen funds. Often the sender will email repeatedly, asking you to deviate from standard procedures. A variation on this scam might request you to change bank account details for an existing supplier – again with the purpose of directing funds to the criminal's account.

Both of these scams are crafted with knowledge about the company gleaned from the internet (such as LinkedIn) and may use company logos to make the email appear legitimate.

### How to spot email payment fraud

- The request claims to be urgent and/or confidential.
- You are requested to ignore standard payment authorisation processes.
- The request includes grammatical and spelling errors.
- The type of request and the language and formatting are unusual for the supposed sender.
- The 'reply to' email address is different to the sender's address.

## Recommended actions

### ✓ Raise awareness.

Empower your staff to always question and escalate anything suspicious. Consider phishing simulation exercises to test staff susceptibility to social engineering attacks.

### ✓ Review payment processes.

Enforce strict processes for authorising payments. Implement multiple approvals for new or large payments or for requests to change the payment details of existing suppliers.

### ✓ Use multiple channels to verify.

Validate suspicious requests on an alternative communication channel, using contact details listed in your internal records.

### ✓ Be social savvy.

Think twice about publishing company employee information on the public internet or social channels. This applies especially to information about staff hierarchies, payment processes, new supplier relationships or executive travel plans.

### ✓ Act immediately.

Notify your bank immediately if your staff have made a payment by mistake.

### ✓ Define your email perimeter.

Talk to your IT department about measures that ensure emails from your company domain can only be sent from a whitelist of approved IP addresses (see the SPF, DKIM and DMARC standards).



**Things you should know:** The information and advice contained in this document is of general application and is not tailored to your individual circumstances. The Bank cannot guarantee that by implementing the advice in this guide you will never be a victim of fraud. All material presented in this guide, unless specifically indicated otherwise, is under copyright to the Commonwealth Bank of Australia. None of the material, nor its content, nor any copy of it, may be altered in any way, transmitted to, copied or distributed to any other party, without the prior written permission of the appropriate entity within the Commonwealth Bank of Australia. Commonwealth Bank of Australia ABN 48 123 123 124 AFSL 234945.

# HOW TO IDENTIFY EMAIL PAYMENT FRAUD.



The request claims to be urgent and/or confidential.



The request is made on behalf of the CEO or CFO.



You are requested to ignore standard payment authorisation processes.



The request includes grammatical and spelling errors.



The type of request, language or format are unusual.



The 'reply to' email address is different to the sender's address.

## Be vigilant.

1. Never deviate from standard procedures for payments.
2. If a request for payment doesn't look right, don't be afraid to escalate.
3. Validate suspicious requests on an alternative communication channel, using contact details listed in your internal records.
4. Notify your bank immediately if you have made a payment by mistake.



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## ENTERTAINMENT BOOKS

As part of our commitment to support Disadvantaged Clients, we conduct an Annual Fundraising, through the Entertainment Books.

Once again this year, we are providing you the opportunity to purchase the Entertainment Book, with all funds raised going directly towards supporting our clients in need of support.

### Support Meals on Wheels Queensland!

### Get your new Entertainment Membership today

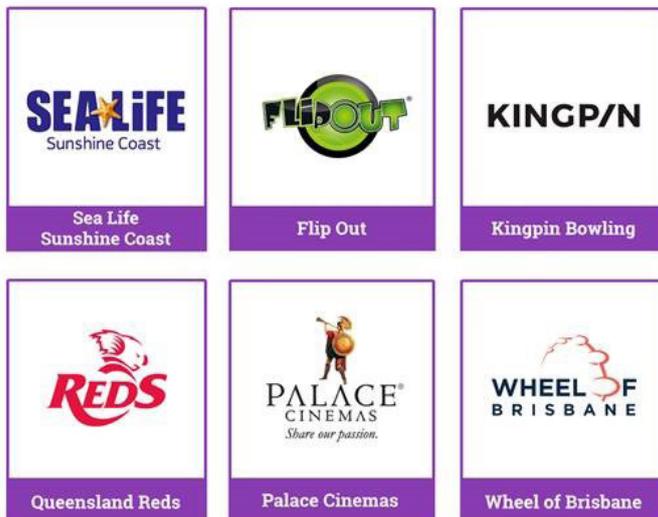


Want to know how to tackle the school holidays and help us raise much needed funds? The new Entertainment Membership is here, packed with amazing offers, including family activities, casual dining and tasty treats. So who wants an ice cream?

**Purchase your 2019 | 2020 Entertainment Membership today!**

[CLICK HERE TO ORDER NOW](#)

### Keep the family 'Entertained' these school holidays



THANK YOU FOR YOUR SUPPORT!  
Meals on Wheels Queensland  
Lisa Lowe  
07 32055588  
[msc@qmow.org](mailto:msc@qmow.org)

## Calendar of Events

Date	Event	Region	Topic Covered	Link to join or registrar	QMOW Staff attending
20-26 May	National Volunteering Week	All	Volunteer Recognition	<a href="https://www.volunteeringaustralia.org/get-involved/nvw/">https://www.volunteeringaustralia.org/get-involved/nvw/</a>	N/A
24-25 May	Brisbane Careers and Employment Expo	Brisbane	Volunteer recruitment promotion opportunity	<a href="http://careersemploymentexpo.com.au/Brisbane.html">http://careersemploymentexpo.com.au/Brisbane.html</a>	Rachael Speechley
27-30 May	South West Forums	Darling Downs, South West and Western QLD	Funding, Aged Care Standards and Service identified issues		Mark Love, Rachael Speechley and Kath Neilsen
4-5 June	Gold Coast Senior's Expo	Gold Coast	Promotional event	<a href="https://www.goldcoastseniorsexpo.com.au/">https://www.goldcoastseniorsexpo.com.au/</a>	Rachael Speechley, Katrina Jermyn and Kath Neilsen
5 June	PHN Brisbane North Aged Care Breakfast	Chermside	Networking, Guest Educational Speakers	To be advised	Kath Neilsen
13 June - 12:00pm	Webinar	All	Understanding the New Standards and what you can do to prepare for your Audit	<a href="http://www.zoom.us">www.zoom.us</a> and enter the webinar ID: 510-296-392	Kath Neilsen and Rachael Speechley
14 June	Polixen Workshop	Petrie	NDIS Reporting, Package Providers, Managing Auditing Requirements, Client Reablement, DEX, Meal Choices and Social Support & Centre Based Meals	<a href="mailto:admin@mowpr.org">admin@mowpr.org</a>	Mark Love, Kath Speechley and Rachael Speechley
14-15 June	Far North Queensland Forum	North QLD	HCP, NDIS, CHSP, Aged Care Standards, QCSS and Service identified issues	<a href="mailto:msc@qmow.org">msc@qmow.org</a>	Evan Hill, Mark Love, Rachael Speechley, Kath Neilsen, LisaLowe and Nathan Hammond
26 June	Disability Provider Update and Information Sharing Session	Kallangur	NDIS	<a href="http://www.eventbrite.com.au/e/disability-provider-update-information-sharing-session-kallangur-tickets-61203678851">www.eventbrite.com.au/e/disability-provider-update-information-sharing-session-kallangur-tickets-61203678851</a>	Lisa Lowe
15 July	Compassionate Communities Conversation		Networking	<a href="https://palliativecareqld.org.au/cccs2019_events/">https://palliativecareqld.org.au/cccs2019_events/</a>	Rachael Speechley
28 July	OASIS and DEX Reporting	All			
8 August	South East Queensland Forum	South East QLD	To be advised	To be advised	To be advised
17-25 August	Seniors Week	All	Promotional event	<a href="https://www.qldseniorsweek.org.au/">https://www.qldseniorsweek.org.au/</a>	
28 August	National Meals on Wheels Day	All	Promotional event		
12 September	PHN Brisbane North Aged Care Forum	Eatons Hill	Networking, Guest Educational Speakers	To be advised	Rachael Speechley and Kath Neilsen
17 September	QMOW Annual General Meeting	Brisbane	Governance issues	To be advised	All QMOW Staff
4-5 October	Care Expo	Brisbane	Promotional event	<a href="https://careexpo.com.au/">https://careexpo.com.au/</a>	To be advised
28 November	PHN Brisbane North Aged Care Breakfast	Caboolture	Networking, Guest Educational Speakers	To be advised	To be advised
19-21 February 2020	Meals on Wheels National Conference	Tasmania	To be advised	To be advised	To be advised