

THIS WEEK THE FRIDAY FAST FACTS AND NEWS

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NATIONAL MEALS ON WHEELS DAY FEEDBACK

We have had over 200 returned feedback cards from clients that received meals on National Meals on Wheels Day. This has been a fantastic opportunity to ask clients for their opinion of our service, with 92.75% satisfied or very satisfied with their meal. We also asked for comments, some of my favourites are:

- “I wished I had asked for this service earlier. Better late than never. Great food, great people”
- “Many thanks for the volunteers who give up their time for people like me”
- “As usual it was beautiful, thanks for all you do”
- “Some of the best meals I have had since mums cooking”

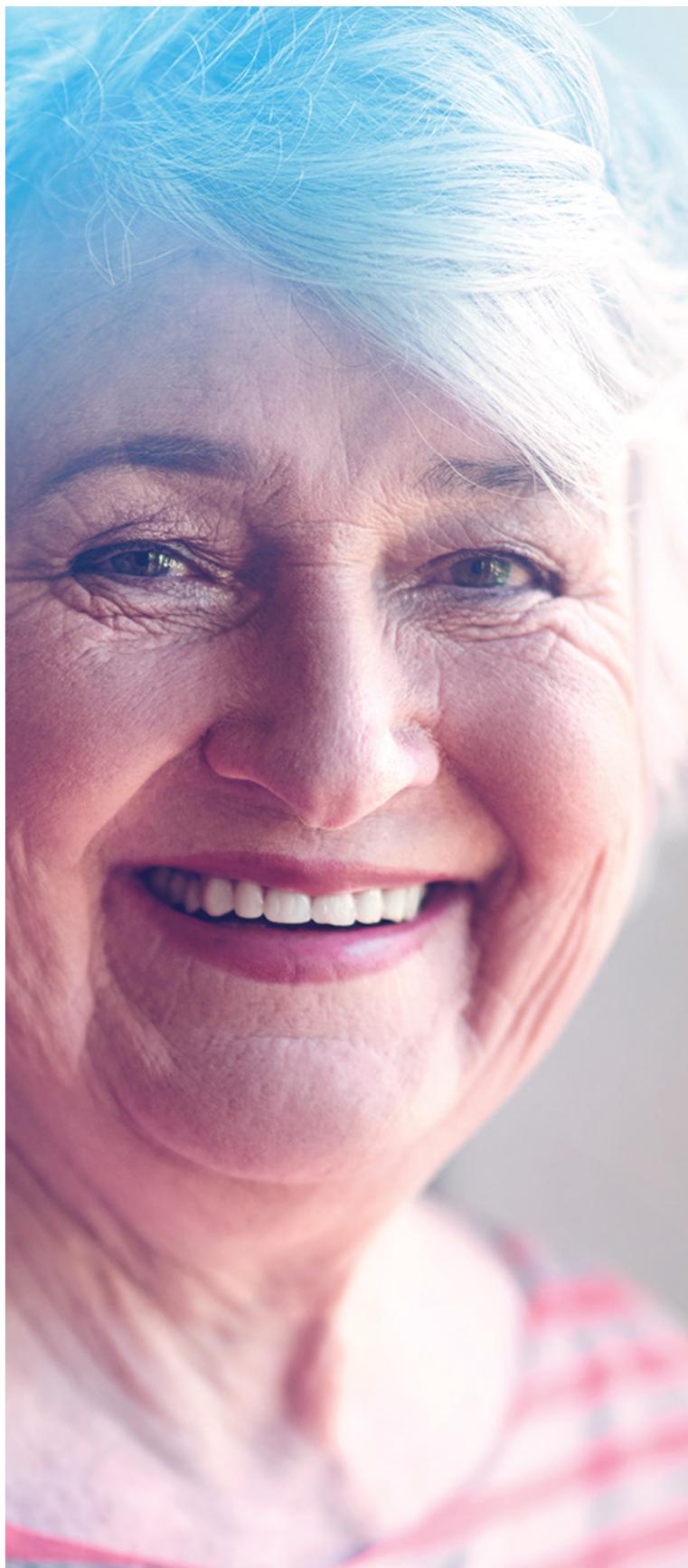
On behalf of all the clients that have returned feedback, I would like to thank all the Member Services that took part in the National Meals on Wheels Day preparation of the meals from the Recipe Resource. It has been a great effort and the clients were very complimentary and hope to see more new recipes implemented.

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RECIPE RESOURCE – MENU PLANNING

In the Recipe Resource you will find a chapter on Menu Planning. This will assist your kitchen deliver great quality food.

Menu planning needs to be able to address the following:

- Customer Expectations
- Nutritional Considerations
- Food and operational costs
- Skills and expertise of catering staff.

Where possible a menu cycle should offer:

- A variety of main courses, including roasts, casseroles, stir fries, pastas, etc.
- A variety of desserts, including cakes, puddings, crumbles, fruits, accompaniments such as cream, custard and yoghurt
- A range of textures from dry (crumbed) to wet (casseroles)
- Soup in a variety of styles such as pureed (tomato), moderately chunky (beef & barley) and hearty and chunky (minestrone)
- Vegetables should where possible reflect the season and only repeat twice over a 5 day period. All side vegetables should be a minimum of 90g starch component (Potato, rice, pasta, etc.) and 150g of cooked vegetables.

The table below shows an example of how the recipes from the Recipe Resource could be adapted over a 5 day period. This is only a guide and can be part implemented by your service to compliment the current offerings on your menu.

	Meal Component	Monday	Tuesday	Wednesday	Thursday	Friday
Entrée	Soup	Sweet Potato	Pea & Ham	Chicken & Corn	Roast Vegetable	Beef & Barley
Main Course	Main Choice A	Beef Ragu	Chicken Chasseur	Cottage Pie	Roast Pork	Fish Cake
	Main Choice B	Vegetable Bake	Steak & Kidney Pie	Spinach Quiche	Vegetable Stew	Butter Chicken
Dessert	Dessert	Lemon Sauce Pudding	Peach Crumble	Rice Pudding	Baked Cheesecake	Sticky Date Pudding

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The Brisbane North PHN hosts annually this educational event, this year's event saw 250 participants attend. The program focussed on the topics of Ageism, Reablement, the Consumer experience, innovation in Aged Care and the Royal Commission along with the sharing of Consumer stories.

Kristy Nowlan spoke on ageism, the discrimination, mistreatment of stereotyping based on age within our society, the Every Age Counts campaign and it's effect on aged care. We were surprised to hear that although the majority of the population when asked directly "do you believe something be done to address ageism" said yes, only 26% had thought about it conscientiously before that point. The campaign aims is to challenge ageism across our community which they feel will be a 10 to 15 year process. They believe that ageism is a contributing factor to the problem being investigate by the Royal Commission.

Reablement in Aged Care Services was addressed by Joshua Maldon, Director of Home Support and Assessment Branch, In Home Aged Care Division, Department of Health. He spoke about the KPI for RAS of 10% to include reablement within their assessment. Within CHSP, he spoke about the need for service providers to be prepared to deliver short term services, break down goals into achievable steps within their care planning and to motivate the clients to succeed within a 6 to 8 week period. The new reablement process would see RAS officer being more involved with clients through ongoing contact over that period. This new process is currently being trailed with RAS in the ACPR of Fitzroy, Darling Downs, Mackay and Northern. A panel discussion followed Joshua's presentation, representatives from RAS, ACAT, Service Providers and Joshua discussed how they saw reablement in practice. Georgina Holloway from Communiy (a member Service) discussed how they involve their clients within the service they provide. The example was domestic assistance and having the client hang smaller items on a clothes horse whilst the carer hung the larger items on the clothes line.

Chris Edith, State Manager of LASA QLD, spoke on the Consumer experience and its connection to the aged care standards. Consumer experience focuses more on how the client see the interaction rather than the customer service being how the service was delivered. Customer service3 focuses on the transactional advice or assistance we give, where as Consumer experience focuses on the human interest and emoti9onal connections made. This shift in focus is shown in the new format that review visit will take, with the auditor speaking to clients and staff to kick off the review. They will then focus on areas of concern raised in the client and workforce interviews.

We found Andy Carter's presentation around the introduction of an Aged Care Ambassador into their

facility an enlightening recount of innovation within aged care, showing innovation can come from many places. Andy is the Director of Nursing, Community and Oral Health, Metro North HHS; within this role he oversee a residential facility Cooinda found within the grounds of Redcliffe Hospital. They had staggering statistics on incidents of violence within the facility, averaging 70 incidents per month against resident, staff and visitors. Knowing they had to stop such behaviours proved easier said than done. Initially they used security service of the hospital to undertake searches everyday but this didn't see a decrease in incidents. After an unannounced visit in July 2017, they introduced the aged care ambassador to the facility. The Aged Care Ambassador is a trained non uniformed security guard who's focus is to deescalate behaviour before they create harm. The staff were recruited with the input of residents and their interaction with residents was a key consideration for recruitment. This role was duplicated from a similar role that has existed within the Emergency Departments internationally and it's benefits have been seen at Cooinda with no incidences being recorded after its inception.

Chris Edith also presented an update on the sector focusing on the Royal Commission. She spoke on what the Royal Commissioners had undertaken within their role and some of the view already put forward. Commissioner Briggs has stressed that the Royal Commission is more so a Policy based enquiry than a misconduct enquiry and Chris passed this sentiment to the group. Her advice is that as an industry we must act to be part of the solution and not react as part of the problem, be resilient and ready.

Sharing of consumer stories forms a big part of the Brisbane North PHN events, we heard from two clients and how they have benefitted and also watched two short films from the B.OLD Short film project sharing the stories to make you think what's possible as you get older, to view short films visit www.qld.gov.au/BOLDfilms.

We strongly suggest that should such events be held in your areas that they are a great opportunity to network and learn more from our industry peers.

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Data upload for CHSP 'grandfathered clients' closes 23 October 2019

Commonwealth Home Support Programme (CHSP) providers have **five weeks to finish uploading grandfathered client data** into the My Aged Care Provider Portal.

The deadline is 11.59pm 23 October 2019. No extensions will be possible.

By the deadline, CHSP providers need to complete:

1. collecting data from 'grandfathered clients'
2. entering data into the [data collection template](#) (spreadsheet)
3. uploading the data collection template into the My Aged Care provider portal
4. manually adding service information for each client uploaded in the provider portal.

The addition of service information for each client may take some time for providers with large numbers of grandfathered clients. Providers are encouraged to start this activity in the provider portal as soon as possible.

- If grandfathered clients are unwilling to give you the necessary information, please let them know there is no impact on their current services.
- There are no 'offline' options for submitting the data collection template (spreadsheet) – your organisation administrator must upload it into the My Aged Care provider portal and enter the service information for each client.
- If a client is unwilling to provide their Medicare, Department of Veterans' Affairs or Centrelink Reference Number, you can still collect and submit their other client details. The department is looking at longer term options for getting these clients a My Aged Care client record.

Some providers have uploaded their client information in the provider portal but have not submitted the final information – please click 'submit' once all clients are in a status of 'ready to submit'.

Please contact me if require further assistance.

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Registration for the National Conference is now open



Meals on Wheels Australia National Conference

2020, a vision for the future

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



To download the brochure click here

To register click here

Calendar of Events

Date	Event	Topic Covered	Link to join or registrar	QMOW Staff attending
4-5 October	Care Expo	Promotional event	https://careexpo.com.au/	To be advised
1 November	Royal Commission Webinar	Interim Report	https://lasa.asn.au/event/royal+commission+report+briefings/webinar1	
12 November	Royal Commission Breakfast Meeting	Interim Report	Click here	2 QMOW Staff
25 November	Royal Commission Webinar	Interim Report	Click here	
28 November	PHN Brisbane North Aged Care Breakfast	Networking, Guest Educational Speakers	To be advised	To be advised
19-21 February 2020	Meals on Wheels National Conference	To be advised	To be advised	To be advised