

Custos

The Newsletter

Vol.31 No.2

June 2016



Meals on Wheels
Queensland

www.qmow.org

More
than just
a meal

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Appointed Board Member

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Southern Downs Region

Mob: 0428 541 866

Ann-Maree Edwards

Brisbane South & Gold Coast Region

Mob: 0467 505 653

Nathan Hammond

Northern Queensland Region

Mob: 0428 641 866

Kathy Neilsen

North Brisbane & Sunshine Coast Region

Mob: 0428 541 865

Rachael Speechley

Central Queensland Region

Mob: 0428 541 883

What's on in



June 16th	Brisbane North Workshop Brendale Office	1.00 pm start
July 9th	Cooks & Coordinators Forum Nudgee Meals on Wheels	9.30am - 2.00pm
July 16th	North QLD Forum Townsville	8.00am start
August 24th	Brisbane North Forum Pine Rivers Meals on Wheels	1.00pm - 4.00 pm
August 13th - 21st	Seniors Week	All Week
August 31st	National Meals on Wheels Day	All Day

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QMOW Patron

His Excellency the Honourable Paul de Jersey AC,
Governor of Queensland

Vision Statement

EFFECTIVELY SUPPORTING MEMBER SERVICES TO PROVIDE MORE THAN JUST A MEAL.

Mission Statement

TO FACILITATE, GUIDE AND SUPPORT MEMBER SERVICES ENABLING THEM TO PROVIDE MORE THAN JUST A MEAL TO THE COMMUNITY.

Focus Areas

1. Capacity Building Through Governace, Management and Leadership
2. Representing and Advocating for Member Services
3. Unrivalled Proficiency in Service delivery
4. Successful Promotion of Member Services to the Community
5. Effective Strategies for Long Term Sustainability

Values

The core values of Queensland Meals on Wheels are:

- Demonstrate Integrity
- Work With Accountability
- Be One Team
- Inspire Trust
- Innovate and Adapt

Message From the State Manager



Advocacy - Addressing Unit Price

As you are aware current (block) funding helps to reduce the amount that our clients pay for their meal, on average the subsidy in Queensland is around \$2.88 per meal. This funding amount was initially developed from State funding levels prior to the transition to the Commonwealth. Given the ever increasing compliance burden on our volunteers and the dramatic rise in costs associated with providing our valuable service to the community, AMOWA and QMOWSAI are currently discussing ways of addressing this imbalance. Not all States are funded to the same level nor in the same way (some States are still funded by State Government) and we hear that others providers in the aged care sector are funded at a substantially higher rate. Work will continue in the coming months and once we know where the political football lands we will be making approaches to the Commonwealth Government.

2016/2017 Marketing Plan

The QMOWSAI Board recently endorsed the 2016/2017 Marketing Plan. The plan includes continuing the services of Katrina Jermyn. Katrina will endeavor to develop numerous levels of assistance to Member Services and you will start to see what she has planned shortly.

Collaboration, Coordination or Cooperation - Developing MOW Service Hubs

After the North Brisbane Feasibility Study was presented to those Member Services involved, we are now beginning to see an evolution into possible new and exciting approaches to address some of the issues facing the sector and individual Member Services.

One such approach is seeing Member Services work more closely on an operational level. Serious consideration is being given to the type of working relationship going forward (collaborate, coordinate or cooperate approach) and the ways in which the Member Services will engage with each other (centralised kitchen which will see Member Services purchasing from other Meals on Wheels Services; Shared staffing across two Member Services; Auspicing to another Member Service). This evolution is not only happening within the South East Corner, we are seeing great innovation develop throughout the State and this new found vigour to work together will greatly assist our on-going sustainability.

National Meal Guidelines

A federally-funded project is underway to create a set of national guidelines for meals services delivered to older Australians under the new Commonwealth Home Support Program (CHSP).

The new guide for the home delivered meals sector will replace existing State guidelines and deliver greater national consistency in standards across services as part of the CHSP. Associate Professor Karen Walton led the Queensland workshop (held on 22nd March 2016), where a wide range of topics relating to home delivered meals including nutrition and appetite, serving size, the social importance of food and the value of delivered meals as an opportunity to monitor an older person's overall health and wellbeing was discussed. Given the short timeframe for organising the workshop, and the geographical challenges we face here in Queensland not all Member Services were able to attend therefore an online survey is being developed as part of the consultation process. As soon as it's available it

will be distributed to all Member Services. The completed national meals guidelines will be released to coincide with National Meals on Wheels Day (31st August 2016).

AACQA - Quality Review

Meals on Wheels Services in Queensland are currently participating in the Quality Review Process. This mandatory review is conducted by the Australian Aged Care Quality Agency (AACQA) to ensure that our Meals on Wheels Services are operating in accordance with the Home Care Common Standards. We need to demonstrate that we meet the Standards as a condition of the Commonwealth Home Support Program funding agreement. If you require any assistance with the review process, please contact your Regional Support Officer for help and guidance.

'Meals on Wheels' Name

Earlier in the year AMOWA lodged an application to register the words "Meals on Wheels". Subsequently this application has been accepted by IP Australia, and will be registered in August (provided there is no opposition to the application).

David Bannister
State Manager Queensland Meals on Wheels
statemanager@qmow.org



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CCMDS REPORTING FOR QUEENSLAND COMMUNITY CARE FUNDED SERVICES

As this edition of Custos goes to print - and as advised by Queensland Community Care in their email dated 17 May 2016 to all funded organisations - some technical issues have occurred in the uploading of CCMDS files into OASIS.

IMPORTANT! Please check your email in-boxes regularly for updates and information from Queensland Community Care.

Queensland Meals on Wheels will also endeavour to provide information as it comes to hand.

Kerryn Andreasen
MDS Support Officer
mds@qmow.org



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From The Board of Governors



Recently I had the privilege of attending anniversary celebrations of Pittsworth Meals on Wheels and Ipswich Meals on Wheels. As with all Meals on Wheels anniversary celebrations, each has a story of members of a community recognising a need within that community and doing something about it. The really interesting part of the Pittsworth Meals on Wheels story is relatively recent. Just a few years ago the committee and volunteers had come to realise that they were fighting a losing battle with increasing demands of both providing and delivering meals within their community and with the burdens of administration. Their answer after much searching and negotiating was to become associated with Beauaraba Living, an aged care facility in Pittsworth. Meals delivered by the service are prepared in the facility's kitchen and much of the service's administration is carried out by Beauaraba, a really good example of collaboration. Beauaraba is an aboriginal word meaning "path through the scrub". For Pittsworth Meals on Wheels it has certainly become a path through difficulties.

The story of Ipswich Meals on Wheels is significant to Queensland Meals on Wheels in that it was the first Meals on Wheels service in Queensland. The celebration was attended by many local celebrities and by His Excellency Paul de Jersey, Governor of Queensland and Mrs Kaye de Jersey. In the speeches much was said about Rhoda Cameron, the founder of Ipswich Meals on Wheels. She was obviously a dynamic, compassionate lady with many connections (her husband was the Federal Minister of Health). Rhoda's son Donald and his wife Gillian were two of the distinguished guests. In his speech Donald said that he had recently been asked "Would Rhoda be surprised at the success of Meals on Wheels over the years?" He said perhaps not, because his mother always had a belief that what she was doing was right and that other people would realise this and join in. However, it is a wonder that from those three meals that she delivered from her own kitchen on her first day has grown an organisation of 143 services with 19,000 volunteers delivering 1.9million meals to 22,000 clients in the financial year 2014/2015. Talk about little acorns and great oaks.

From our history to a major current issue. The upcoming AGM is the biennial (voting) year. Board Secretary Jenny Powell distributed to all Services, information regarding the Board of Governors and the election process. She also enclosed a nomination form. Please be advised that Board Nomination forms must be in by June 17th 2016.

Tony Charlesworth
President QMOWSAI

Welcome to our new staff at Queensland Meals on Wheels

North Queensland Regional Support Officer



It is with GREAT pleasure we announce Nathan Hammond as the new Regional Support Officer for the North Queensland region. Nathan commenced with us on Monday 4 April 2016.

Nathan has been employed at Holland Park Meals on Wheels for the past 4 years as a chef. Nathan brings with him not only his Meals on Wheels experience but has a very strong administration and finance knowledge developed, from his time spent as client relations manager for a life insurance company and as a sales executive with an insurance broker in the UK.

Nathan can be contacted on Ph: 0428 641 866 or email: northqld@qmow.org

Central Queensland Regional Support Officer



It is with GREAT pleasure we announce Rachael Speechley as the new Regional Support Officer for the Central Queensland region. Rachael commenced with us on Monday 18th April 2016.

Rachael is a qualified teacher who has previously worked with Life Education as an educator for the CQ Region, as well as the Cancer Council of Queensland as the regional fundraising officer. Additionally, she brings a wealth of voluntary committee experience and involvement, currently she is president of Regional Women's Network CQ.

Rachael can be contacted on Ph: 0428 541 865 or email: centralqld@qmow.org

Brisbane South / Gold Coast Regional Support Officer



It is with GREAT pleasure we announce Ann-Maree Edwards as the new Regional Support Officer for the Brisbane South / Gold Coast region. Ann-Maree commenced in her new region on Thursday 18 February 2016.

Ann-Maree brings with her a wealth of experience having been the Regional Support Officer for North Queensland for the past 8 years. Please join with me in welcoming Ann-Maree into her new region.

Ann-Maree can be contacted on Ph: 0467 505 653 or email: southbrisbane@qmow.org



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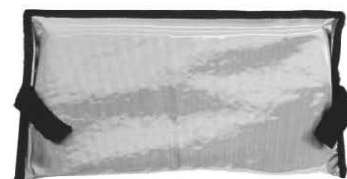
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How to dismantle your SOF-PAC Bag
<http://youtu.be/nL0r4qmEjWl>



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The winner of our CUSTOS Competition

We are proud to announce that Diane Nelson-Tofilau from Nambour Meals on Wheels is the winner of the CUSTOS Competition.

Congratulations Diane. Thank you to everyone who took the time to enter.



From left:
Jessie - Committee Member, Lawrence - President, & Di - Secretary

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Springsure Meals on Wheels Celebrating National Volunteers Week

Morning tea was held to honour the volunteers at Aged Care & Meals on Wheels Springsure & District Aged Care Committee Inc. during National Volunteers Week.



Above: Leonie Wallin receiving her Certificate and present for 30 years of service to Aged Care & Meals on Wheels Springsure & District Aged Care Committee Inc.



Toowoomba Meals on Wheels Celebrating National Volunteers Week

Sue Tyson has delivered at Toowoomba Meals on Wheels for fifty years. Forty-one of those years have been with the same partner, Lillian Fisher, whom she nursed with prior to that. Sue was also on the Toowoomba committee and contributed greatly to the long standing success of one of our largest country based services. Sue served on the Queensland Meals on Wheels Board for eleven years and the Australian Meals on Wheels Board for six years where she formed a great partnership with Mary Lowe. Sue speaks of the important changes made by Meals on Wheels during that time with Mary at the helm.

Toowoomba Meals On Wheels President Brian Hare gave a special presentation to Sue at their recent volunteers' day. The local TV crew acknowledged her service by running a lovely story on her that evening on WIN. Sue typifies our Meals on Wheels volunteers - cheerful, reliable, enthusiastic and the mainstay of our service.



Annette Courtney - Secretary Mt Gravatt Meals on Wheels, Mary Lowe, Sue & Bruce Tyson




Brian Hare - President Toowoomba Meals on Wheels & Sue Tyson

Revisiting the CUSTOS

CUSTOS Vol 4 No 2 June 1991




IRNSIDE STATE PRIMARY SCHOOL
2 Hawken Drive,
St. Lucia Q. 4067
Telephone: 870 2520
Facsimile: 371 8958

Dear Mrs Lowe,

I Thank you a million times for coming and sharing your job with us. I hope you get a lot more fun out of your job than coming to our class. I'm sure there was one thing you liked about coming here. We liked you coming. You told us from A to Z about Meals On Wheels. Lots of other people must enjoy you coming to their homes. Happy business.

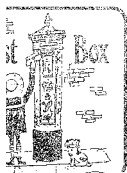
Sincerely,
Jonathan Gage

-19-

CUSTOS Vol 4 No 3 September 1991



CUSTOS Vol 5 No 3 December 1992



IRNSIDE STATE PRIMARY SCHOOL

2 Hawken Drive,
St. Lucia Q. 4067
Telephone: 870 2520
Facsimile: 371 8958

Dear Mrs Lowe,

Thank you for telling us ab out M.O.W. I would never have known that you had special rules. I think its fair how you dont let normal people have M.O.W. I like the food you serve, it looks nice. My sister has a teacher called Mrs Lee. Thanks for spending precious time with us. You are a good speaker, too. Any way, thanks again.

Sincerely,
John Quinlan



Meals on Wheels





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Calendars for 2017

For 2017 we will be producing regionalised and personalised calendars for each Meals on Wheels Service

The calendars will include:

- One month to a page
- 12 x photos of your area (scenic), your kitchen, building, staff, volunteers, or clients. The choice is yours, we will put whatever photos you would like to have on your calendar. Alternatively we can supply the photos.
- Your Meals on Wheels name and contact details
- All Meals on Wheels anniversary dates
- Pension dates

To help us accomplish this, we need you to send us your photos. We will require 12 photos which will need to be sent in a high resolution file. These photos can be taken from your smart phones if you have your settings on high resolution.

A Media Consent form will have to be signed by any persons in photos provided. We can arrange for these consent forms to be sent to you.

If you are interested in having a calendar produced for your Service, please send in your photos and anniversary date to Odette at operations@qmow.org

Please advise Odette at operations@qmow.org how many calendars you will be requiring by the 17th June 2016. This is not the cut-off of date, and you will be able to alter your order, but we need an idea of how many calendars we will be producing.



Your Details Here

January 2017

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31	1	2	3	4
5	6	7	8	9	10	11

Example only



Dinner

Gourmet Beef Lasagne

Product Code: 9924

Gourmet Vegetable Lasagne

Product Code: 9923

Made from the freshest ingredients with generous fillings of meat and vegetables sandwiched between layers of freshly made pasta and topped with a creamy Béchamel sauce and grated cheese.



Dessert

Sticky Date Pudding

Product Code: 8100

A deliciously rich date pudding topped with luscious toffee sauce. Served warm with cream, custard or ice cream.



To place an order, or for more information, contact 1800 065 521

The Chef Solution Newsletter - Issue #3 - May 2016

Food Safety News and Views

"You never get a second chance to make a first impression"



Welcome to The Chef Solution's Food Safety Newsletter

Well how quickly this year is flying by hey? One minute we are baking in the summer sun and already we are rugging up escaping the winter chill. It will not be long before we will be seeing Christmas decorations out again and baking our hams and turkeys. Whoops...did I mention Christmas already? Sorry about that.

Some of you will already be familiar with who I am as I currently work with quite a number of MOW facilities conducting food safety compliance audits. It is always a joy and a pleasure for me to visit your facilities and work with the staff and volunteers. I go to many businesses in the course of my auditing commitments but I have to say that every time I enter an MOW facility, the positive, friendly and energetic atmosphere that an amazing group of individuals create in giving their time is inspiring. Keep up the great work you do in your communities - the people need you!!

In recent times I have had the pleasure of visiting with the Mitchelton, Paddington, Mission Beach, Cairns, Ravenshoe and Bowen facilities and it is always great to see familiar faces and see everyone doing so well.



Internal Reviewing

One of the recurring areas of improvement I see wherever I go is in the internal checking and reviewing of records - be it in your weekly, monthly or quarterly review processes. This process is designed to find the errors and omissions in your day to day and week to week record forms and it is imperative that you do so. It is not a tick and flick exercise and it is not supposed to be reflective of 100% compliance - if it is then you haven't checked your records thoroughly enough! Nowhere is perfect and we can always do things better.



Next time you are doing your internal reviewing, remember that this process is an important step to improving your audit results. Do your reviews with a second person even to ensure you are doing them with the right amount of attention to detail to identify all your anomalies in your records. It is far better that you find them then your auditor! Document everything and take corrective actions where necessary and you are on your way to better audit results!

CUSTOS Newsletter

This new newsletter of mine that you will be seeing in each edition of CUSTOS this year hopes to keep you up to date on food safety news, new equipment of interest to you, food safety issues, news on recent poisoning outbreaks, links to assistance you in managing your skills and knowledge and your food safety programs.

I also would like to throw it over to you, the reader, and invite you to email me any suggestions of topics that you would like to see covered relevant to food safety, cookery, kitchen operation, ordering supplies - whatever. I'd love to hear from you and hopefully answer any questions you may have.

Did You Know?

Under the QLD Food Act 2006 legislation, it does not matter whether you are a paid staff member or a volunteer, legislation states that individual persons handling food in any way can be held liable for any issues that occur with regards to food not being safe. If you are found to be handling food in a way that is likely to make it unsafe, you could be at fault.

Examples of clauses from the Food Act and their relative fines:

Clause 32 - \$159,030 or two years in prison

Clause 35 - \$82,460

Your food safety program at your facility is your key to ensuring that you and your colleagues are doing all that you must to ensure that the food your facility produces is not only its usual high quality, but, it remains safe whilst it is in the care of your facility or drivers.

It is imperative that you read your food safety program and ask questions on any area that you are unsure of.

The Chef Solution....Who Am I?

I am a career chef with 30 years' experience in the domestic and internal hospitality industry. Now operating as 'The Chef Solution', I am a compliance food safety auditor approved through QLD Health under the Qld Food Act 2006. And I am here to help you...

I can save you BIG dollars I promise you! In more ways than one...! To enquire about my specially reduced prices for compliance audits for Meals on Wheels facilities*, feel free to telephone me on 0418 708 359 or email me at thechefsolution@gmail.com

Since 2008, I have completed over 350 compliance audits through varying types of food businesses employing a systematic approach towards a thorough review of your recording forms maintained as part of your council accredited food safety program.

Through my expertise based on a long career in the food industry, I offer a high degree of operational knowledge of commercial kitchen environments. I have observatory skill in assessing procedural compliance with safe food handling practices and have effective communication skills through my interactions with you throughout the audit process and in my detailed report writing. This makes for a very professional and thorough service to you. My strong client focus through personal service and positive working relationships ensure that all parties involved receive the maximum benefit of my service.

To arrange your next audit, use any of my contact details below and ask about my special reduced MOW audit price*- you will be pleasantly surprised!!

Contact Christian at The Chef Solution:

Phone: 0418 708 359

E-mail: thechefsolution@gmail.com

Web: www.thechefsolution.com

Follow me on Facebook at 'The Chef Solution' 

*No travel costs apply to all east coast locations. Some additional expense may be applicable depending on your location away from the coast. I am happy to discuss this further with you upon enquiry and can tailor a quote to your liking.

Time v's Temperature Control - The 2hr / 4 hour guide explained....

This one causes lots of confusion and is not to be confused with the 2hr/4hr RULE folks. The 2hr/4hr RULE is a legislative requirement under the food standards code 3.2.2 Division 3. This is referring to the time frames that potentially hazardous foods must be cooled over - and with it come certain temperature requirements that must also be met during the cooling phase. Refer to your food safety program for those...

The 2hr / 4hr GUIDE relates to time based guidelines to which PHF can be in the temperature danger zone (TDZ) for whilst remaining safe. To measure this, you must have the historical handling data relating to the menu item you are assessing, and add up the total time that the food is in the TDZ for during all handling steps from receipt to transport of that item. For example, if chicken sandwiches are on the menu and it takes 15mins to cut up the chicken, 15 minutes to make the sandwiches, 20 minutes to cool them down, and they are transported for 30 minutes in the temperature danger zone, one would say that the chicken sandwiches have been in the TDZ for approximately 1hour and 20 minutes. This is safe.

Here are the guidelines:

If foods have been in the TDZ for up to 2hrs - either eat them, or, return them to the fridge and note the time they have been in the TDZ for; If foods have been in the TDZ for between 2 - 4 hours, they must be eaten or discarded; If foods have been in the TDZ for more than 4hours - at the 4 hour mark they MUST be discarded. Better to be safe than sorry...a chicken sandwich can go from yummy to a lethal weapon in four hours...don't risk it...

This edition's Food Quiz

If a dish is described as being "en papillote", what am I referring to and how is the item cooked?

Bad Dad Joke Time

What kind of train eats too much?

A chew chew train (don't blame me, that was from my daughter)

New from FILDES Food Safety Solutions...

Sanitation helps to minimise cross contamination when you are using your probe thermometer in different foods and is a requirement to minimise levels of pathogens in foods. Heres a way you can help to reduce pathogens to safe levels... To order yours today, go to <http://www.foodsafetysolutions.com.au/catalogue> (the 20% off may have expired at the time of printing this article)



SANITISING A PROBE THERMOMETER



Top Ten Food Safety Fails

I have recently been trolling the internet and have been finding some very interesting articles on environmental health officer findings at routine inspections in restaurants and eateries... You know the saying about common sense right?...well sometimes common sense goes out the window.

Here is my countdown of the top ten most unbelievable things (I think) that have been found: (Drum roll please)

10. "Two detergent buckets found in a walk- in cooler — one containing chicken / one containing prawns," (Ming Jie's House Chinese Restaurant)
9. "One foil pan approx 9x16x4 deep container baked ziti completely covered in mould — ziti spoiled," (Benny's Pizza Restaurant)
8. "Blood from meats pooling on floor of walk-in cooler," (Barbeque Restaurant)
7. "Prawns thawing in a bucket of standing water on the floor," (Capri Restaurant)
6. "12 whole ducks hanging from pot/pan rack; 1 rack 12 ribs also hanging from pot/pan rack — all above items below 60°C; above items hanging in front of fan; interview with food workers indicates duck & ribs were prepared last night & left out overnight to dry," (Yobo Oriental Restaurant)

It gets better...but you will have to wait until the next edition of CUSTOS to see the 5 most unbelievable things found in food eateries...you will be shocked and amazed...trust me!!

Some Useful Web Pages

Fildes Food Safety Solutions – for all your food safety equipment!
<http://www.foodsafetysolutions.com.au/catalogue/index.php>

QLD Health Fact Sheets – download free fact sheets on a range of food safety topics <https://www.health.qld.gov.au/foodsafety/>

To subscribe to food safety related recalls

<http://www.foodstandards.gov.au/media/pages/subscriptionservice.aspx>

BUG OF THE MONTH

This month is:

Staphylococcus Aureus -



About half of us carry this organism in our skin and nasal passages. If you have an infected cut or sore, it can contain large numbers of Staph. Keep any cuts or sores well covered if you are handling foods.

Incubation Period:

2 – 4 hours usually, but a range of 1 – 7hours

Symptoms of illness:

Sudden onset of nausea, vomiting, abdominal cramps and diarrhoea.

Food Sources:

S. aureus grow well in cooked foods in which normal flora has been killed or inhibited (e.g. cooked, cured or salted meats). Foods high in protein, sugar or salt, or food with moist fillings are particularly susceptible (e.g. meat and meat products, poultry, dairy products, cream sauces, custards and cream-filled bakery products. Improper temp storage of foods and poor personal hygiene of food handlers are main contributing factors.

Suggested Control Measures:

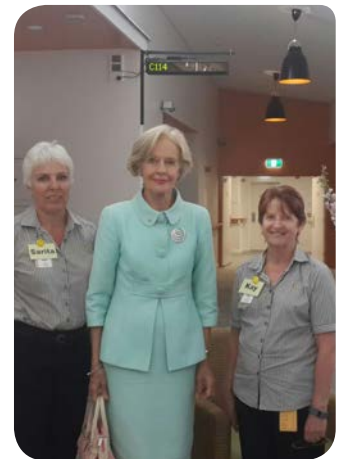
Excellent personal hygiene, food service gloves, reduce storage times of cooked foods, fully cook foods



Anniversaries

Congratulations to: Pittsworth Meals on Wheels Celebrating their 40th Anniversary

Beuaraba Living was proud to host the 40th Anniversary of Pittsworth Meals on Wheels. Dame Quentin Bryce was the guest of honour for the occasion. The lunch was enjoyed by over 90 invited guests.



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Anniversaries

Congratulations to: Ipswich Meals on Wheels Celebrating their 60th Anniversary

On Saturday 21st May 2016, Ipswich Meals on Wheels celebrated its 60th Anniversary at the Metro Hotel in Ipswich with the attendance of approximately 120 people.

Manager, Jane White, welcomed the dignitaries, special guest and volunteers. This was followed by a speech delivered by His Excellency Paul De Jersey.

This was followed by a short speech given by Andrew Antonioli on behalf of the Mayor of Ipswich, Paul Pisasale, who wished Ipswich Meals on Wheels a "Happy Birthday", and thanked the dedicated volunteers for this vital service. He made a presentation of a framed certificate to President Nev Sargood and Jane White.

Queensland Meals on Wheels President Tony Charlesworth spoke to the gathering, and presented President Nev Sargood, and Manager Jane White, with a crystal plaque inscribed with a congratulatory message on behalf of Queensland Meals on Wheels Services Association Incorporated.

The Early Years 1956 - 1960 **(Service delivered from Mrs Cameron's home)**

There are no actual written records from this period, all we have is the following basic information: Ipswich Meals on Wheels commenced in 1965 when Rhoda Cameron, wife of then Federal Minister for Health, realised that something should be done for those people in the community who were unable to prepare adequate meals for themselves. She began the service from her own kitchen for three recipients at a cost of 2/- per meal. The preparation and delivery of meals was made by using pudding basins and thermos flasks. As the service grew the preparation of meals was moved to the gardener's cottage in the grounds of the Cameron residence.

When this became too small, a public meeting was held in March 1959 and a committee was formed. Thus the Senior Citizens Club of Ipswich was formed incorporating the existing Meals on Wheels. Ten public spirited citizens stood as guarantors and the lease of the Gentlemen's club in Foote Lane was purchased for \$3,250 Pounds. A hut was purchased from RAAF Amberley and placed beside the house. The Meals on Wheels kitchen was setup in the western end of the hall, and the rest was used for recreational activities by the Senior Citizens Club.

The Intermediary Years 1960 - 1983 **(Service delivered from Foote Lane)** **(Information from existing Senior Citizens' AGM reports)**

In the first Annual Report of the Senior Citizens Club it was reported that the introduction of Meals on Wheels from the centre had taken place in May 1960 and that Mrs J Russell was placed in charge.

The third annual report said that the service which had started with three meals was now delivering as many as 30 meals a day. In the fifth Annual Report, Mrs Russell reported that 4 cars had been used each week day with two ladies going out in each of the cars and that 4 ladies manned the kitchen.

In his report to the AGM in 1965, the President stated "that the example set in other States with respect to subsidisation should be pursued in Queensland, and we trust that the time is not far distant when our Government will recognise the works performed in some tangible way".

In the tenth Annual Report the first evidence of our long association with our local taxi company is reported. The Report given by Mrs Russell stated that "there had been a shortage of drivers on occasion but the members of the Star Radio Taxis had been generous with their help". A mini panel van was donated to Meals on Wheels with proceeds of a charity golf day.

In the eleventh Annual Report Mrs Russell said "that the highlight was that the Service was recognised by the Commonwealth government and the helpers were all delighted to know that 10 cents a meal would be paid. The Commonwealth Inspectors visited Ipswich and were quite happy with the cooking and transport arrangements".

The twelfth Annual Report in 1971 reported that the service had to close during the Christmas School holiday period due to lack of volunteers. In 1973 it was reported at the AGM that the facilities from which they were operating were inadequate and that the kitchen would be extended by 8 ft. and that a new stove will be purchased. The limit of meals was 65, but "77 old folk are receiving meals". In 1977 it was reported that Meals on Wheels had reached a daily average of 110 with a peak of 122.

The lease on the premises in Foote Lane expired in 1978 and the land was resumed for the construction of the Civic Centre. After much discussion over a number of years and some discussion the Senior Citizens and Meals on Wheels parted company with the Senior Citizens moving into the newly constructed Humanities Building. Meals on Wheels was not eligible for a grant as a stand-alone kitchen, so the Ipswich District Committee of the Aging was formed and was successful in obtaining a grant to build a centre to house Meals on Wheels and a Day Respite Centre. In 1979 the St Edmunds Mother's Club organised a roster of their members and began delivering meals fortnightly.

The last meals were provided from the facility in Foote Lane on Friday 17th December 1983.

The Latter Years 1984 -2006 ***(Service Delivered from South Street)***

The first meals were delivered from the kitchen in South Street in January 1984. During the Christmas school holiday period meals continued to be prepared and cooked in the Meals on Wheels kitchen for the first time. The Minister's fraternal rostered local Churches to provide members to help with the deliveries.

A Cook was employed in 1985.

The number of meals delivered in 1985/86 exceeded 30,000 for the first time, and it was reported that a complicated and time consuming form was required to be completed by HACCC each month before the subsidy was approved.

In December 1986 the Quota Club of Ipswich began donating a piece of Christmas cake for each client. 1987/88 saw Ipswich Meals on Wheels become incorporated. Foil containers and individual juices were introduced and the Committee entered into a contractual agreement with the Chef which provided him with a more reasonable remuneration and responsibility for the control of the kitchen.

December 1988 saw the introduction of a bag of goodies to the clients for Christmas.

In May 1989 a co-ordinator was employed for 20 hours per week. The South Street Club gave the use of a meeting room to Meals on Wheels to be used as an office for the newly appointed co-ordinator and a door was installed to allow kitchen access.

October 1989 saw the co-ordinator's hours increased to full-time. 1990/91 saw the building ownership transferred from the Ipswich District Committee of the Aging to joint ownership of Ipswich Meals on Wheels Inc and The South Street Club Inc. In September 1992 an afternoon tea was held to celebrate the 100th Birthday of a client. This was so successful that it was decided to hold a series of afternoon teas for our clients on an annual basis.

1992/93 saw the number of meals delivered exceed 50,000. May 1995 saw two combi ovens installed in the kitchen allowing the cook to introduce a larger variety of meals.

April 1996 saw the introduction of frozen meals for weekends and public holidays.

May 1996 saw 40 years of service for Ipswich Meals on Wheels with an afternoon tea being held to celebrate the event. A number of volunteers also attended a luncheon held by Queensland Meals on Wheels to mark the 40th Anniversary of Meals on Wheels in Queensland. In May 1996 we moved into the technological age with the purchase of computers.

In 1996 we began providing meals to the Lyndhurst Respite Centre. Early in 1997 the office area was doubled by the acquisition of the second small meeting room of the South Street Club. June 1997 saw the introduction of a newsletter for volunteers.

In April 1998 it was decided to introduce a scheme to show appreciation to volunteers for the years of service, and at the Christmas luncheon a large percentage of volunteers were presented with glassware appropriately inscribed with their years of service.

October 1999 was another step into the technological age with connection to the Internet and the cost was covered by Ipswich City Council.

Our own calendars were produced and given to volunteers at the Christmas lunch in 1999 and proved to be very popular. Thanks to a grant from the Gaming Machine Benefit Fund the kitchen floor was laid with vinyl making it easier to clean.

2001 saw Meals on Wheels help fund an extension to the South Street Club so that we could extend the drivers' waiting area into the space previously used by the Lyndhurst Club, who have since moved to their own room under the building and the club kitchen.

As 2001 was International Year of the Volunteer, a luncheon was held at Brothers Leagues Club to celebrate our 45th Anniversary and all volunteers were given a commemorative mug. The cost was covered by a TYV Grant.

As a result of information and advice received from Queensland Meals on Wheels we stopped leaving meals in eskies in January 2002. February 2002 saw us commence provision of meals to Secondo Day Respite Centre 2 days a week, and we also underwent our first HACCC National Standards assessment in which we received a basic standard.

2003 saw the introduction of sandwich packs for those who would like them. In 2004 we decided to replace the 5 small freezers we had with the installation of a freezer room. October 2004 saw us undergo our second HACCC Assessment in which we took our rating to a high.

The Latter Years 2006 – 2106 ***(Service delivered from South Street)***

May 2006 saw us celebrate our 50th Anniversary with an afternoon tea at Ipswich Civic Centre. Mrs Cameron's daughter, Elspeth, gave a lovely tribute to her Mother and Queensland Meals on Wheels presented us with a lovely clock, which plays, on the hour, 1 of 6 different melodies. All attendees were given a commemorative keyring. Clients were not forgotten in our celebrations as they were given a commemorative place-mat and an individual cake.

On National Meals on Wheels Day 2006 Qld Governor Quentin Bryce visited our service and delivered a meal to one of our clients Keith Fairweather, who was so thrilled with the visit that he kept his photo on his wall until he moved into a nursing home a number of years later.

In Oct 2008, co-owner of the building The South Club St Club decided to wind up as of 30th June 2009 and we applied to have the auspice of the Lyndhurst Day Respite Centre transferred to us. Unfortunately it was not this simple. Discussions were held for 12 months with the Department of Communities with the outcome being that the auspice of Lyndhurst was to go to tender. Then, with a change of staff, we had a phone call to say that the easiest, most practical solution that would have the least impact on clients would be to transfer the auspice directly to Meals on Wheels. So at the beginning of the 2010/11 financial year the Lyndhurst Day Care Respite Centre became part of our organisation.

In 2010, the service underwent its first annual Food Safety Audit which went well but naturally the introduction of these audits has added extra ongoing cost to running of this service.

January 2011 saw Ipswich inundated by water and while the service was not closed, we did lose power for two days. This meant loss of freezer and cold room stock and income for these days. Fortunately the stock was not wasted. As soon as the Manager discovered the loss of power and not knowing how long it would be off she made the decision to donate it to the Evacuation Centre at the Ipswich Showgrounds. While she and the Cook were packing it into vehicles for transportation, many people passing by to view the flood waters at the bottom of the street offered help. Thanks to the generous donation from the Rotary Clubs of Melville in Perth and Albany Creek we had our losses covered. We have since made the necessary arrangements to be able to continue service under similar circumstance with power from a generator running the minimal equipment required.



With the change of funding from State to Federal for clients over 65, a whole new challenge arose in reporting particularly for the Lyndhurst Club as they are funded 4 days a week by State and 1 day by Federal.

In 2013 we entered into an agreement with Woogaroo Meals on Wheels to share a staff member, as both services were requiring an Administration Assistant for 10 hours a week and having difficulty finding someone for this limited number of hours. The staff member is employed by Ipswich Meals on Wheels and contracted to Woogaroo Meals on Wheels. She works a set pattern of days at each service but with the ability to change locations depending on the needs of the services.

The next biggest change was not until the introduction of My Aged Care in July 2015 and the change in the reporting for over 65's in January 2016.

When Mrs Cameron first cooked those three meals in her kitchen 60 years ago she may not have envisioned that what she was doing would lead to not only the service we have in Ipswich, but those State-wide. However, I believe that being the woman of vision when she was setting up both Meals on Wheels and the Senior Citizens, the scope of the service today would come as no surprise to her.



Ann-Maree Edwards
Brisbane South & Gold Coast Regional Support Officer
southbrisbane@qmow.org

Anniversaries

Congratulations to: Capalaba Meals on Wheels Celebrating their 40th Anniversary

The Service was initiated at a public meeting called in October 1975. Within the first month a Steering Committee was formed. By 1st December there were 39 volunteers and a commitment of financial support from Capalaba Lions and Lions Ladies. Donations both monetary and physical were pouring in. In January 1976, the Redland Shire Council advised it would provide land for a kitchen, suggesting it be a shared facility with Senior Citizens and to apply for a Government grant. Meanwhile, clients were in need of meals, and the Council Health Dept.



inspected and approved the use of a couple of private kitchens for use in the interim. During the first week we delivered 15 meals to 5 clients, and the numbers increased steadily each week.

On 26 April 1976 the Council allocated land in Holland Crescent, Capalaba. Our nominal lease rental was \$1 per year for 30 years. At the first AGM held in April, we were informed that the Lions Club had agreed to take on construction of the kitchen as a project. Also acknowledged at the AGM were many donations from businesses and other Meals on Wheels services in the area. Following an inspection of Bulimba Meals on Wheels kitchen, the plans were drawn up and submitted to council. Fundraising began to take place at a frantic pace. Finally, the building was completed and the kitchen fit-out took place. The Official opening by Hon. David Jull MHR occurred on 15 October 1977.



Twenty-two years ago, it was decided to extend the kitchen and upgrade some equipment. The building doubled in size incorporating an office, walk-in storeroom and outside accessed storage. Chairman Dick Wood officially opened this extension on the 16th April 1984.



Until 1988 the Capalaba Kitchen was supplying about 12 meals a day locally, when it was evident that there were clients in the Belmont, Tingalpa and Murarrie areas who were in need. The boundaries were changed with the neighbouring services (who were cooking to their capacity), and this resulted in Capalaba having the largest service area in the Brisbane metropolitan area. We serviced that area until 2000 when Bulimba Meals on Wheels took over part of the area.



May 1996 once again saw the Capalaba Lions Club building another extension on the kitchen, with two extra storerooms to cater for the growing need. Our 20th Anniversary in May 1996 with 112 past and present members, volunteers, supporters and friends in attendance, was celebrated in style, with everyone enjoying the evening reminiscing. The year 2000 saw a surge of recipients, and so further planning was under way to install a cold room and freezer and an all weather patio extension for meal delivery pick-ups. (This also doubled as their outdoor entertainment area). This was completed in April 2001.

All volunteers and members are equally important to any Organisation, however, the 2002/03 committee deserve special mention. Anneliese Gildner, Kathy and George Lyons, Jan and Ron Novac,

Lyn and Doug McLachlan, Lee and Ralph Yarrington, Eric Shaw, Sharon Russell, Graham Stewart, John Corlett and Joy Bonney. This committee performed more than double their duties, when they all strived towards the HACC National Services Standards Assessment, and meanwhile continuing with their volunteer duties of cooking and delivering meals. Our HACC Assessment was on 9th and 10th January 2003, and we were all proud of high compliance to the Standards.

Worthy of mention was the day during June 2003, when a gentleman came into the kitchen and asked if anything was needed for the kitchen. One of our drivers, not known for his inhibition, said, "yes, a dishwasher would be great". "How much"? was the reply? "About \$10/12 thousand" went back the answer. The gentleman left and can you imagine our delight and surprise when a few days later he reappeared with a cheque for \$15,000 saying that the difference should pay for the installation. After that, we got to know our benefactor, Geoff, very well; he often dropped into the kitchen for a chat, and most helpful in keeping the potato peeler peeling. He has been extremely generous in recent years with further donations for an Office extension (\$30,000) and (in liaising with contact, Gerry) \$10,000 to purchase two Fords, which have been worth their weight in gold.

On 8th July 2005, our benefactor declared the "Geoff and Gerry Underhill Office" duly open. In March 2006, we have 3 inaugural members still serving, John Corlett, John Bonney and Joy Bonney, who were given Life Membership in 1996 along with Bettie Neller. Bettie sadly passed away in December 2005.

In early February 2007 our benefactor arrived at the kitchen and as it turned out offered much more than his money – from February 2007 Geoff became a five day per week volunteer driver only retiring in Christmas 2014.

We continued on and in June 2007 saw the delivery to Mrs. Marjorie Gorman of the 300,000th meal prepared in our kitchen.

On our 35th Anniversary, in March 2011 we celebrated in style with past and present friends and volunteers at The Koala Tavern in Capalaba.

The discovery of white ants in our building in 2013 resulted in the removal and reconstruction of the pantry walls. At the same time, we had the vinyl replaced with a resin floor. Unfortunately, this was not successful. For the two week closure our recipients meals were sourced from Victoria Point Meals on Wheels.

The past five years to 2016 have continued to throw up many challenges such as changes to the Aged Care Status Referral System, Subsidy Reporting and differing Food Safety procedures, and of course the many meetings which have to be attended by our committee members.

After 10 years we traded up our second hand cars to one new car which is used daily. As our vehicle is now kept onsite we recently erected a secure care cage, enabling us to redesign the garden and the outside drivers' waiting area.

However, it is not all hard work as can be seen in our photo albums. We have always managed to celebrate Christmas and our milestone along the way, while also treating our recipients to little extras – Birthdays, Christmas, Mums and Dads Day and of course the Easter Bunny have never missed hopping by.

We are also a member of Foodbank, and although we are financially sound the committee has never lost sight of the goals of the kitchen, and the need to work within a budget. We are still, the most part, volunteers at Capalaba. We have two part time paid positions, and we are ever grateful for all and any donations we receive.

If you are heading in the right direction, each step, no matter how small is getting you closer to your goal.

Ann-Maree Edwards
Brisbane South & Gold Coast Regional Support Officer
southbrisbane@qmow.org

Anniversaries

Congratulations to: Acacia Ridge Meals on Wheels Celebrating their 40th Anniversary

On the 12th April 2016 Acacia Ridge celebrated their 40th Anniversary (5th April 2016) at their Collaborative Meeting.



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Good Friday Treats

Shirl, Pine Rivers Meals on Wheels 'Coffee Man', decided it would be good if his family went out to deliver a hot fresh Coffee to some of their regular clients on Good Friday.



Rockhampton Meals on Wheels brighten their Clients' days by wearing bright Hawaiian Shirts

Rockhampton Volunteers - the gentlemen have taken to wearing the unofficial uniform of Hawaiian Shirts especially on Fridays to bring a bit more colour into their clients' lives.



Pictured Left to Right: Les Head, Gordon Walker, Snoopy Carson, Greg Molloy, Ian Wilhelmsen & Jake Harber

I had a great time seeing exactly how the clients react to their shirts when I went on a run with Ian "to learn the basics". They definitely do brighten our clients day, as they were all keen to see which shirt Ian had on that day.

Rachael Speechley
 Central Queensland Regional Support Officer
centralqld@qmow.org

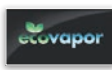
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Pine Rivers Meals on Wheels

Pine Rivers held their annual Fete on Saturday 28th May.

The sun was shining and the day was perfect for the event, and everyone who attended, including 5 Politicians, enjoyed being entertained with the Tafauaupolu Dance Group, the U3A Choir, Jumping Castles, Harley Motor Bike Rides, Garage Sales, and High Tea. A total of \$7,000 was raised to help Pine Rivers Meals on Wheels buy new equipment for their kitchen.



The Pine Rivers team busy preparing cakes and slices for sale and the High Tea



Great entertainment was enjoyed from the "Tafauaupolu Dance" group

The "U3A Choir" played throughout the day



Kim, Sarah and Casey with their wonderful face painting



Kath Neilsen -RSO



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- Statutory reporting for DEX and MDS/OASIS.

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AMOWA Meals Guidelines Workshop

Was held on 22nd March and attended by 26 Meals on Wheels Members & 11 professionals related to providing meals throughout Australia for the aged and those with disabilities.



T raining

Kath Neilsen – Brisbane North RSO recently delivered some training to Mitchelton Meals on Wheels volunteers, 'How to handle aggressive clients.' The lunch time training session was well attended by volunteers who enjoyed a delicious lunch followed by the presentation.



Queensland Community Cabinet Meeting

On 6th March, Premier Anastacia Palaszczuk and her ministers met for their weekly cabinet meeting in north Brisbane to specifically focus on the area.

A community cabinet, where members of the public were able to directly question ministers, was held in Dakabin.

This event was attended by the President of Pine Rivers Meals on Wheels, David Dwyer, committee member David McPherson, Business Manager Wendy Smith RSO Kathy Neilsen who met with the State Minister for Disability and Aging - Coralee O'Rourke.



Above Left - Right:
Kath Neilsen, Pauline Hanson
and Wendy Smith



Above - Left - Right:
Kath Neilsen, Anastacia
Palaszczuk and Wendy Smith



Above Left - Right:
Wendy Smith, Kate Jones &
Kath Neilsen



Photo on Left - Right: Kath Neilsen, Coralee O'Rourke,
Wendy Smith, David Dwyer & David McPherson

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Future Planning & Advanced Care Planning Report

A new report is available from a national project to improve the quality and uptake of Advance Care Planning (ACP) for people with dementia. This project found that a new approach is needed to ensure their voice is heard in decisions affecting lifestyle, financial issues, care and health.

The research, conducted by the NHMRC Cognitive Decline Partnership Centre and HammondCare, provides seven key recommendations to assist in developing a national model for ACP for people with dementia and other forms of cognitive impairment.

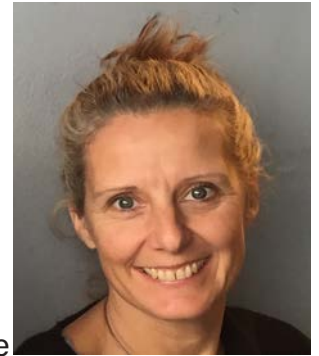
The recommendations include: that individuals receive a timely diagnosis, that ACP is done as early as possible and that it should cover an extended time period and range of issues.

The full report and companion documents are available via <http://sydney.edu.au/medicine/cdpc/resources/advance-planning.php>

Cheryl Dalton
Chief Executive Officer



Marketing Update



Well it's been 3 months since I stepped into the offices of Queensland Meals on Wheels tasked with the job of providing some key analysis and developing a marketing plan for the next 2 years.

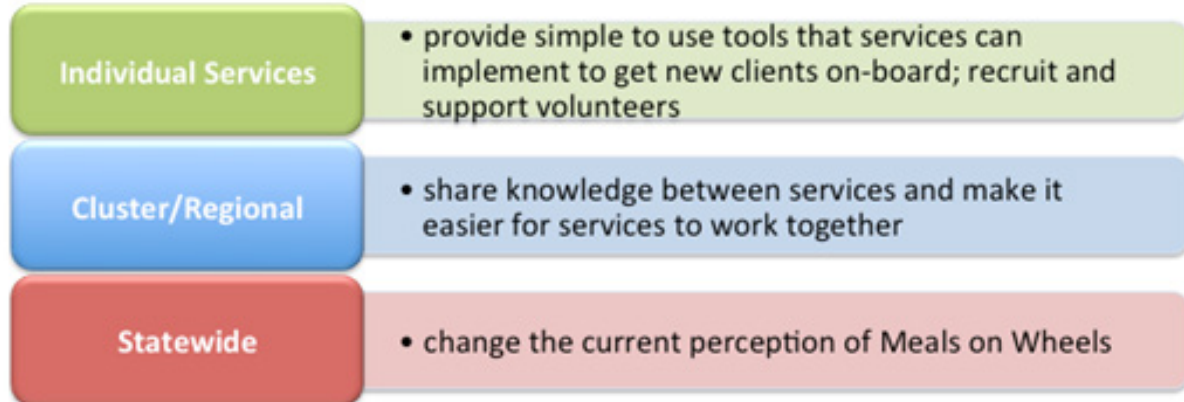
In that time, I've undertaken a whole lot of desktop research, but also more importantly I've had the opportunity to meet at least 30 Services in one on one meetings about their marketing efforts – this has been really valuable time spent to find out what you've been doing, where you've had successes, along with where you might need help.

Thank you so much to all who've shared. As a result of this process, I've come to realise that there are some Services doing some really great stuff out there, and that if this can be shared it may help other services too. It makes more sense to share what's working rather than re-create it from scratch.

As a result of your feedback that you'd like communication tailored to include your Services details, the new Client & Carers Guide now has the ability to be customised with your Service's details.

With the help of everyone's feedback, what we can conclude is that overall whilst Meals on Wheels is well known, the general public (including potential volunteers and clients) are not likely to be aware of what it is that Meals on Wheels actually provides now – so there is definitely a job to be done in creating the understanding of what we provide.

Its also clear that there is a job to be done on 3 levels as follows:



I'm thrilled to say that the final version of the 2016/2017 marketing plan (which has been developed with the above 3-pronged model as a basis) has now been endorsed by the Board, so you will start to see details of what's being developed really soon.

Moving forward, communication and sharing is a really big part of what I'll be doing, so I look forward to getting out on a regular basis and meeting with more and more Services, attending some of the regular forums, where appropriate and hearing about your wins, your challenges and your feedback on what we're implementing so we can refine it accordingly. Likewise, I encourage you to get in contact with me if you have anything that is challenging you from a marketing perspective or that you would like to share, especially in terms of what's working for you or anything you'd like to see us providing.

Katrina Jermyn
Marketing Consultant
marketing@qmow.org

Healthy Hydration – Why is Water so Important?

Sean Cuffe
Principal Advisor –Safety
SunbaseServices

SunbaseServices are a WHS panel provider to QMOWSAI

HEALTHY HYDRATION



- Hydration is one of very few primary needs for human beings.
- A healthy sedentary adult living in a temperate climate should drink 1.5 litres of water per day. This threshold of drinking water enables to balance water losses and keep one's body properly hydrated. Water is a major constituent of our bodies and vital organs.

THE 5 FUNCTIONS OF WATER IN OUR BODY

- Cell life
- Chemical and metabolic reactions
- Transport of nutrients
- Body temperature regulation
- Elimination of waste



5 Functions of Water



Water is at the centre of life. This is why nobody can live more than 3 to 5 days without any water intake.

1. Cell life

Water is a carrier, distributing essential nutrients to cells, such as minerals, vitamins and glucose.

2. Chemical and metabolic reactions

Water removes waste products including toxins that the organs' cells reject, and removes them through urines and faeces.

3. Transport of nutrients

Water participates in the biochemical break-down of what we eat.

4. Body temperature regulation

Water has a large heat capacity which helps limit changes in body temperature in a warm or a cold environment. Water allows the body to release heat when ambient temperature is higher than body temperature (1). The body begins to sweat, and the evaporation of water from the skin surface very efficiently cools the body.

5. Elimination of waste

Water is an effective lubricant around joints. It also acts as a shock absorber for eyes, brain, spinal cord and even for the foetus through amniotic fluid.

DAILY WATER OUTPUTS

To maintain good health and proper body functions, the amount of water in the body should remain relatively constant. Therefore, the amount of water lost daily must be replaced by an equivalent amount of daily water intake to maintain the proper balance.

- It is important to keep in mind that water requirements can vary from one person to another and depend on several factors: physical activity, ambient temperature, health status (fever, diarrhoea, bleeding injury), physiological condition, age and gender, among other things.



- A sedentary adult with normal physiological conditions in a temperate climate (18°C – 20 °C), loses on average 2.5 litres of water a day (1). This water loss is due mainly to:

- the kidneys, through urine excretion (1.5 l per day)
- the lungs by breathing (0.35 l)
- the skin by perspiring (0.45 l)
- the intestines in the form of faeces (0.2 l)
- To avoid dehydration we need to ingest as much water as we lose.

DAILY WATER INPUT

Water is taken in from 3 major sources:

- water in food: 0.7 l
- metabolic water (which is produced in the body during biochemical reactions): 0.3 l
- drinking: 1.5 additional litres.

Water is the preferred drink to hydrate your body. Water is an essential nutrient for healthy hydration without bringing any other elements into the body. An over-consumption of sugar sweetened beverages can lead to excessive calorie intake, substitution of sugary beverages by water is one of the healthy habits which help to fight against overweight / obesity risk.



DO YOU DRINK ENOUGH WATER?

Dehydration happens when water loss is not compensated by water intake. It could happen because you do not drink enough to meet the daily requirements of 1.5 l and/or when you experience excessive fluid loss, due to intense physical activity, a very hot climate or illness involving fever or diarrhoea.

- Dehydration is a common problem.

In particular, surveys conducted show that children do not drink enough water, especially at school, as they depend on caregivers for access to fluids.

- Based on clinical trials on adults, scientists have identified that dehydration has an impact on physical and mental performance.

- Consequences of mild dehydration (a loss of 1-2% of body weight) include thirst, tiredness, headaches and a decrease in alertness, concentration and memory as well as loss of endurance and sport skills



STAY HYDRATED

Dehydration can be avoided by drinking the recommended daily amount of water.

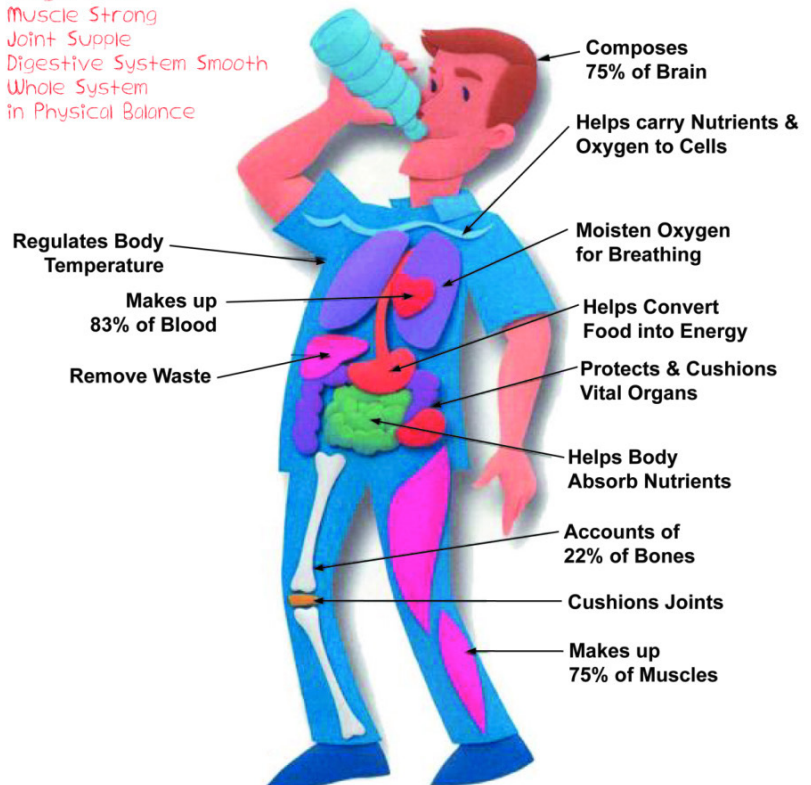
- When we feel thirsty, dehydration has already set into a certain degree. So, everyone should drink regularly throughout the day, before they even feel thirsty.

- Don't wait until you are thirsty to drink, you're already dehydrated!

A good habit is to sip water all along the day

Water Benefits

Water keeps:
Energy up
Weight Down
Muscle Strong
Joint Supple
Digestive System Smooth
Whole System
in Physical Balance



Sources

- www.thorzt.com

- "Essential Guide to Hydration in the Workplace" Thorzt



Concerned about the DEX workload?

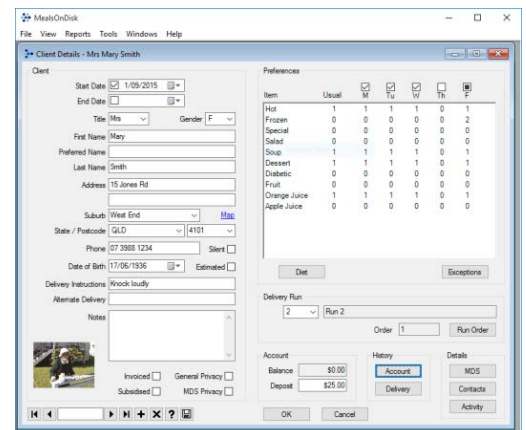
For more than 10 years, MealsOnDisk software has been helping Meals on Wheels services across Australia, to ensure that the right meals are delivered to their clients each day, as efficiently as possible. It was originally developed for a family member involved in a Meals on Wheels service in suburban Brisbane, and is now widely used in Queensland and New South Wales, as well as some of the other states.

MealsOnDisk has been designed to be simple, but powerful. One example of this is MDS Reporting. Many services have been surprised that their quarterly MDS report can be produced in a few minutes with MealsOnDisk, where it used to take many hours to do it manually. With the introduction of the DSS Data Exchange (DEX) this year, MealsOnDisk provides that same reporting efficiency. In fact, there should be very few changes to MealsOnDisk for DEX as far as the users are concerned, even though the data formats are quite different.

In the early days of MealsOnDisk most services were on Windows XP and some were still using Windows 98. Most services did not have internet access, and if they did it was dial-up, so installation was off a CD that was posted out. Now, most services have broadband internet and Windows 10 is becoming the norm.

New Features for Version 3

- Automatic transfer of data to DSS Data Exchange (DEX)
- Continued support for MDS where required
- New reporting system to provide better data export and more flexibility in providing custom reports
- Installation and auto-updating over the internet
- Updated to support Windows 10
- Continuing support for Windows Vista, 7 and 8
- Administrator access no longer required
- Updated Microsoft SQL Server database technology
- Remote support capabilities built-in
- And more to come ...



For more information about how MealsOnDisk software can help your Meals on Wheels service to be more efficient, or to find out more about the major updates that are being rolled out, please contact us:

Web: www.mealsondisk.com
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For help, or to help



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