

Custos

The Newsletter

Vol. 40 No. 3
September 2018



NATIONAL MEALS ON WHEELS DAY
29 AUGUST 2018



Meals on Wheels
Queensland

More
than just
a meal

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Front page photo by C.E.M. Photography

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QMOW Patron

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

CHAIRPERSON AND STATE MANAGER REPORT

SEPTEMBER 2018

State Manager's report

As we head into the warmer months, we want to ensure you we are firmly focused on delivering a high standard of support and assistance. It is a very exciting time for Meals on Wheels in Queensland QMOW as we embark on our new strategic direction, but before we move on let's reflect.

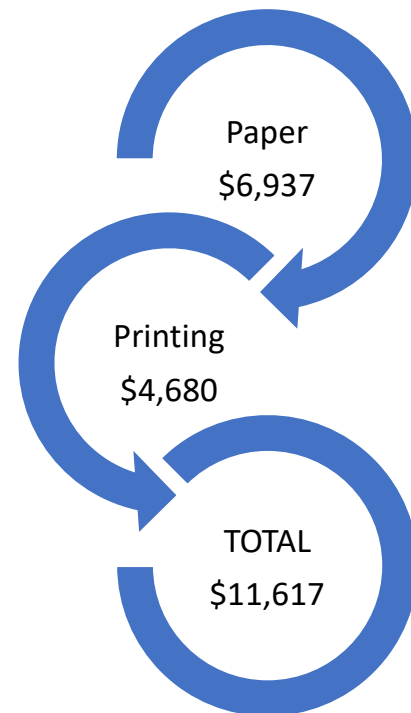
2017 / 2018 Strategic Review

- Performed effective advocacy on behalf of Member Services to deliver an increase in CHSP Funding (\$4.70/output), an increase of 163% in annual funding (plus indexation).
- Delivered local, state and national coverage to ensure greater exposure to MOW via an extremely successful National Meals on Wheels Day that delivered a return on investment of 5,066 %.
- Continued our corporate partnerships with CBA, Holden, JLT, and more recently BDO.
- Formal partnership with the iconic and trusted organisation, ABC Radio, to be their 2017 Charity of Choice. Raising over \$132,290, that went directly back to Member Services, NO financial return to QMOW. The continued support by JLT has also seen \$22,000 being directly returned to Member Services who take up the QMOW insurance offer (via JLT).
- The on-going professional support provided to Member Services has seen Caboolture MOW become a branch of QMOW (never occurred before in the history of QMOW – ***in the words of our Godmother – all Meals on Wheels should have been branches from the start – Mary Lowe OAM.***
- Exceeded Queensland Meals on Wheel's expectations as a support role for Member Service operations to see QMOW playing a key role in providing accurate and timely support and advice. This has been a direct benefit of the staffing re-design undertaken in late 2017.

QMOW has been extremely active in the support offered to Member Services via the development and delivery

of **10** Service Deeds. These Member Services have stated they are extremely satisfied with the outcomes achieved from these Service Deeds and didn't previously realise what QMOW could do for them. To a greater extent, the impact of the work undertaken by the BSM in establishing a common set of financial standards and benchmarks, has seen all those involved show an overall improvement.

- Delivered over **52,000** (free) resources to Member Services across the State.



- Implemented a communication and support strategy that ensured a beneficial involvement to Member Services when it came to partnering with HCP Providers.

Unfortunately, not every strategy was as successful as we planned; we are still to crack the fine balance between investment against outcomes within our marketing strategy and greater work has to occur around networking and engagement opportunities with Members. Overarching all this, is the need to continually focus on ensuring the on-going viability of Meals on Wheels in Queensland with our future strategy and actions.

2018 / 2019 Focus

While Meals on Wheels Member Services can all be grateful for the recent signs of an (financial) upturn, I suspect the next twelve months will hold many challenges for us here at QMOW. In meeting these challenges, we will be focusing on these key deliverables:

- Development and delivery of a 'recipe resource' linked to the National Meal Guidelines as well as the long awaited WHS Policies and Procedures.
- Deliver initiatives to ensure External Providers (Assessors, HCP Providers, NDIS) are well informed and supported to explore partnerships with Meals on Wheels.
- Measure the effectiveness of our engagement and deliver appropriate strategies that will address any barriers, gaps or issues.
- Support the establishment of additional Service Deeds and create linkages with 'Single Source Funding' (in-principle) agreement.
- Formalise and deliver the More than Just a Meal strategy (where we aim to address social isolation and client welfare issues, linked to Government Funding).
- Deliver partnership opportunities with key research bodies around issues facing our sector (Meals on Meals specific – wellness, reablement, nutritional evaluations, use and implementation of the National Meal Guidelines' etc.).
- Deliver operational and governance reviews to Member Services and undertake a commitment to support Member Services to implement any appropriate strategies

Having outlined some key deliverables in the coming year, it's extremely important for us to reflect on what has got us to this point.

DAVID BANNISTER
State Manager

Queensland Meals on Wheels Ltd
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E | statemanager@qmow.org

Chairperson's report

The Queensland Meals on Wheels Ltd Strategic Plan for 2018-2021 is now complete and will be launched during the Queensland Meals on Wheels Ltd Annual General Meeting on September 25.

The development of this plan was an extensive process conducted in partnership with high level business consultants BDO, and encompassed workshops involving operational staff and Board Members, as well as consultative surveys with our Membership.

The conversations that took place examined all factors involving the placement of the Meals on Wheels sector in the landscape of 21st Century Aged Care and addressed the many challenges facing vulnerable Queenslanders, in particular those living with disability.

This Strategic Plan will provide the foundation of Queensland Meals on Wheels Ltd operational plan over the next three years, with focus strongly placed on securing the future of Meals on Wheels through being united in delivering More Than Just a Meal and defining a service model that will secure and broaden our presence in the communities we serve.

This year's National Meals on Wheels Day was an unqualified success with over 40 of our Member Services participating in The Challenge to Produce the Most Community Meals in 5 hours!

The efforts of hundreds of volunteers and staff resulted in Queensland Services successfully smashing last year's record attempt, with 5700 roast chicken meals delivered, and the resulting media attention highlighting the vital services delivered by Meals on Wheels within our communities.

On behalf of the Board of Queensland Meals on Wheels, we thank all those Members for their participation as well as the staff of Queensland Meals on Wheels for coordinating such an outstanding result.

TONY CHARLESWORTH
Chairperson
Queensland Meals on Wheels Ltd

BIRTHDAY MILESTONE CELEBRATED BY INALA MEALS ON WHEELS CLIENT

Much loved Inala Meals on Wheels client, Joan Tooth, recently celebrated her 100th birthday with a special celebration held at her residence at Aveo Retirement Village, surrounded by family and friends.

In recognition of the centenarian's birthday milestone, staff and volunteers of Inala Meals on Wheels surprised Joan with a beautiful bouquet of flowers and a congratulatory card.

Inala Meals on Wheels Coordinator, Jasmin Loose, said Joan is "the loveliest lady, who never wants to put anyone out and is always so thankful for what we do for her".

Joan has been a client of Inala Meals on Wheels since 2012.

Photo: Inala Meals on Wheels client, Joan Tooth, was all smiles after receiving a bouquet of flowers from staff and volunteers, in celebration of reaching 100 years



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In the coming month, Paul will be traveling north up to Cairns and out west to Longreach. He will endeavor to contact as many MOW kitchens along the way, so if you need to look at anything or just want to catch up, please make sure you drop us a line or call ASAP to make an appointment. - 1300 559 568 -

VOLUNTEERS PRAISED FOR SERVICE TO COMMUNITY

They are the lifeblood of every community and each day the amazing volunteers of Queensland Meals on Wheels quietly go about the business of supporting communities without any desire for recognition or thanks.

However, the Committee of Meals on Wheels Victoria Point/Redland Bay Meals on Wheels know that without their dedicated team of volunteers there would be no service to the community, and as such, host a Volunteers Recognition Luncheon every two years to acknowledge their invaluable support.

This year, the biennial event was fortunate to receive the added support of Victoria Point Sharks Sporting Club, who generously donated a two-course luncheon for 80 guests. The success of the event was further supported by local community and business who donated movie tickets, dining vouchers, gym memberships, wine, scratchies and Bunnings vouchers.

Victoria Point/Redland Bay Meals on Wheels Coordinator, Megan Wilkie, said she feels proud to live in a community that is so enthusiastic about supporting such a critical and important cause. "This year, I asked our clients if they would like to share any messages with our volunteers and the response has been wonderful," she said. "When our volunteers heard the messages, they expressed how valued and appreciated they felt."

One client was quick to pass on her praise of the volunteers: "What an amazing band of volunteers who deliver our Meals on Wheels. They are always so cheerful, come rain or shine."

Family members of clients have also been keen to pass on their appreciation: "I am very grateful for the service you

provide. My sister, who you deliver to, has Alzheimer's. I live an hour away and am very unwell with cancer and am so grateful that you provide this wonderful service for my sister."

Attending the luncheon were two of Victoria Point/Redland Bay Meals on Wheels Life Members, Ada Lee and Barbara Chapman, who have been actively volunteering with the Service since it began. "This year we proudly celebrated our 44th year of service and to have both of these wonderful ladies still actively volunteering is truly amazing," said Megan.

Other attendees included volunteers from Russell and Macleay Islands who manage the collection of eskies from the ferry (transport donated by Southern Moreton Bay Island Ferries) and distribution to clients.

While both local MPs and Councillors were unable to attend on the day, they generously donated several prizes as a show of appreciation for the wonderful work performed by the volunteers.

"It was a fun, relaxed event and everyone really seemed to enjoy themselves," said Megan.



Ada Lee and Barbara Chapman



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Delivery Crew



Kitchen Crew

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- Megan Beraldo, Manager (Meals on Wheels Holland Park)



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INGHAM VOLUNTEER SERVES UP 'MORE THAN JUST A MEAL'

More
than just
a meal



Photo: With a big smile and heart, Elvina Cavalli is ready to deliver nutritious meals to the Ingham community.

Popular Ingham local, Elvina Cavalli, has been volunteering with Meals on Wheels for the past 17 years and says that assisting the elderly, and others in need, is something she enjoys.

“Meals on Wheels plays such an important role in our communities,” says Elvina. “Not only do we supply quality meals, we provide social interaction with every visit. As we get to know our clients, these visits feel more like friends catching up rather than business.”

Prior to volunteering with Ingham Meals on Wheels, Elvina worked in a cake shop and despite being of an age where most people would be happy to put their feet up and enjoy retirement, the 83-year-old is well known in the Ingham community for her service to others.

“Elvina is such a great asset to our Service,” says Ingham Meals on Wheels President, Joan Garlando. “She is a member of our committee, serves as the Welfare Officer and is a volunteer driver.”

In addition to her many roles at Ingham Meals on Wheels, Elvina volunteers at the St Vincent de Paul shop every

fortnight and serves on the Ingham Senior Citizens Committee.

Having worked and volunteered in the Ingham community for many years, Elvina is well known to many of Ingham Meals on Wheels’ clients and their families, and Joan says her ability to speak and understand Italian is of enormous benefit. “Many of our clients are more comfortable using their native language and we are so appreciative of her ability to provide that support.”

Not one to shy away from a challenge, Elvina says one of the best experiences of volunteering is keeping up with any new changes. “Volunteering keeps me physically and mentally active,” says the octogenarian.

Elvina’s dedication to her many roles at Ingham Meals on Wheels is evident by her presence at every committee meeting. “Elvina never misses a meeting or workshop and is first to put her hand up to assist with any of our local functions,” says Joan. “She is always ready with a laugh or a joke and we just love her.”

SPOTLIGHT ON ... CHEF PETER CHAFFEY



While most of us would be daunted by the thought of participating in a challenge to cook the most community meals produced in a Five Hour Period, for chef Peter Chaffey of Mitchelton Meals on Wheels, it was just another work day.

Employed as Kitchen Manager at the Mitchelton community facility, Peter dishes up hundreds of tasty and nutritious meals every day to over 170 clients and was quick to nominate his team of volunteers to join with dozens of other Meals on Wheels services across Queensland who took part in the cooking challenge during National Meals on Wheels Day on August 29.

“The challenge represented a fun way to raise awareness about the important role Meals on Wheels services play in Queensland communities,” said Peter.

“We produce over 33,000 meals each year alone from Mitchelton Meals on Wheels; our clients include the aged, those with disabilities, people recovering from surgeries or injuries, and those who are just wanting to make life easier with a tasty and nutritious, home-cooked meal that is ready to eat.”

Peter has worked at Mitchelton Meals on Wheels for the past three years and says working with a fantastic team of community minded volunteers is what he enjoys most. “We are lucky to have such a great team of volunteers at Mitchelton Meals on Wheels,” said Peter. “There is always plenty of laughter and banter going on, especially about football; I was born in New South Wales, while most of the volunteers are Queenslanders, so I get a lot of light-hearted ribbing around the kitchen.”

Commencing his apprenticeship straight from high school, Peter has spent several decades working as a chef in a variety of settings including hospitals, aged care and rehabilitation facilities, and mining camps, however says working in a Meals on Wheels kitchen suits his lifestyle.

“I know it sounds unappealing to most people, but I love the early mornings,” Peter claims. “I usually start my day around 3.15am, as I have to drive from Rochedale South, but even on weekends I’m up at 4am.”

Peter says his greatest reward comes from receiving positive feedback from the clients he cooks for. “We have a number of clients who have specific and challenging dietary requirements; they always let me know how much they appreciate the extra mile we go to make sure their needs are met. I even appreciate any negative feedback – it makes me work harder to ensure I am giving our clients the very best service possible.”

Does your Meals on Wheels service have an outstanding volunteer or staff member who you would like to see featured in the CUSTOS? Sharing their story is a great way to recognise how valuable they are to your organisation and how much you appreciate all that they do. Please contact Lisa Lowe on P | 3205 5588 or E | msc@qmow.org to discuss.

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

I saw my first decorations out in the shops for sale this week so you know what that means hey? Christmas is coming... and it's

coming fast... It is nearly time to start planning parties, thinking of your Christmas menus and to start getting ready (hopefully) for some down time or time away.

The Chef Solution auditing train continues to roll on. Recently I have had the pleasure of visiting the Caboolture, Crosby Park, Redcliffe, Coolumb, Atherton, Marlin Coast and Tully services. In between these, I have been very servicing my regular audit clients as far out at Emerald, as far south as the Gold Coast, Townsville, Yeppoon and in and around Brisbane, the Sunshine Coast,

Cairns and even as far north as Thursday Island. Yes I do get around folks.

And it doesn't matter where you are located and where you might be reading this from, I can come to you too. So if you are needing your audit done soon and don't want to fork out big \$\$ for your auditor's airfares and travel expenses then call me and ask me for a quote to come and visit you while I am on the road. I promise you I can save your service lots of money.

Remember, please feel free to email me through any suggestions of topics that you would like to see covered in my newsletter relevant to food safety, cookery, kitchen operations, ordering of food supplies, recipes – whatever. I'd love to hear from you and hopefully answer any questions you may have in the process. If I do not know the answer then I will surely find out for you.

FOOD SAFETY TIP OF THE MONTH

When needing to calibrate multiple probe thermometers at one time, use a slotted spoon and place all your devices through the holes and lower the spoon into the water. This will help with an OHS issue placing your hands near boiling water – and – will speed up the process when doing a calibration on multiple devices.

*Always remember you must do a hot and cold calibration of all devices as you are testing temps to both extremes. Devices need to be accurate to both hot and cold extremes.

Do you have a tip which you would like to share? Email it through to me and I will credit you for it in the next CUSTOS.

QUIZ TIME

Previous Edition's Quiz Answer

“You throw away the outside and cook the inside. Then, you eat the outside and throw away the inside.

What is it?

Answer: Corn on the cob. You throw away the skin or sheaf, then cook it, eat the corn, then throw away the cob.

This Edition's Food Riddle can you solve it?

“I am a bird, I am a fruit and I am a person.
What am I?”

IN THE NEWS - CURRENT FOOD RECALLS

There have been some very serious food recalls going on lately – and quite a few of them too. Listeria has reared its head again lately with recalls on frozen vegetables still occurring. High levels of E.Coli have also been detected in Woombye cheeses which is a worry also. Here is a listing of some of the recent recalls and reasons for their recall.



03/08/18 - Gary Gumball 6 Pack Box and Impulse Individual Serve- due to the potential presence of glass fragments



02/08/18 – Woombye Cheeses - due to high levels of E.Coli

01/08/18 – Black / Gold Frozen Mixed Vegetables - due to possible Listeria contamination.

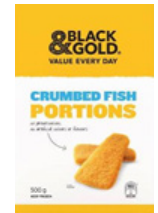


27/07/18 - Lactose Free Whole Milk Powder - due to the presence of foreign matter (metal)

25/07/18 – Black / Gold Crumbed Fish Portions - due to the presence of foreign matter (metal)



13/07/18 – Sliced Mushrooms - Brown and White – due to the potential presence of large pieces of white plastic in punnets



09/07/18 – Frozen Mixed Vegetables - due to possible Listeria contamination.

Plus several other cases relating to undeclared allergens and labelling issues.

It is very important for food business to stay abreast of foods which are being recalled and to keep checking your fridges and freezers for recalled stock.

The quickest way you can stay alert to food recalls is by looking me up on facebook.



The Chef Solution and 'like' my page. I put all the relevant recalls up there for all to see so that you can stay vigilant on affected foods and the reasons they are an issue.

Featured Pathogen

This month is: **LISTERIA – (Listeriosis)**

I thought that given this little nasty has been in the news of late that we might take a closer look at the how's, why's, when, etc of Listeria Monocytogenes.

Listeria is common in prepared salads, fruits and vegetables, dairy products and is a common cause of food poisoning through inadvertent cross contamination from raw to cooked foods. This pathogen is of particular concern with pregnant woman, children, elderly persons, and also those who are already sick or immunocompromised. This pathogen has been known to cause premature abortion and still birth in the 2nd and 3rd trimesters.

Listeria was responsible for the deaths of five elderly persons and one young child earlier this year through contaminated rockmelons, and more recently has been the pathogen causing the recall of various types of frozen vegetables.

Incubation Period:

Greater than 12 hrs and up to three weeks after ingestion. This is why your FSP record keeping is so important to be able to trace your foods back through the production cycle to ascertain a possible cause of

contamination. Those of you who have been through my auditing process will remember me talking about effective traceability of foods in your meals.

Symptoms of illness:

Influenza like symptoms then nausea, vomiting, diarrhoea and a persistent fever.

Food Sources:

Raw milk, soft cheeses, raw and cooked poultry, ice cream, raw fruits and vegetables, raw meats, raw and smoked fish.

Suggested Control Measures:

Separate raw and cooked foods, keep cold foods below 5 deg, reheat to 75 deg and hold above 60 deg, never use a cracked egg, good handwashing practices, fully cook chicken and pork, cleaning and sanitising of equipment and work surfaces, colour code your chopping boards, effective time v temp control of all foods.

I thought for a bit of fun this edition I would include a crossword for you to complete. To give you a little incentive, I will run a competition to see who can complete it first (correctly) and scan and email it back to me...whoever I receive it from first (correctly completed), I will post you a small prize...

Email your completed crossword to Christian at thechefsolution@gmail.com Please include in your email a postal address so that I can send your prize out.

SAFE FOOD CROSSWORD

ACROSS

- 1 Wash and dry hands thoroughly going to the toilet
- 7 Use it in the fridge so you know the fridge temperature
- 10 Dry hands thoroughly hands spread bacteria to things you touch
- 13 Defrost frozen ready to eat seafood in the fridge or in a
- 14 Sometimes when you get sick from food poisoning you end up in . . .

DOWN

- 2 Keep tong and other kitchen utensils from bacteria
- 3 Keep hot foods . . . to prevent bacteria growing (or multiplying)
- 4 . . . your food properly to destroy bacteria
- 5 Keep raw and ready to eat foods apart to prevent contamination
- 6 Keep hot and cold foods at the correct
- 8 Cook right through to the centre
- 9 You can't see, smell or taste them in food but they can make you sick
- 11 Food held at temperatures between 5 and 50 degrees Celsius is in the temperature zone
- 12 When cooling foods for use later, put cooked foods like soups and in the fridge as soon as they stop steaming

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**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 Queensland Health under the Qld Food Act 2006. Since 2008, I have completed over 700 compliance audits of varying types of food businesses, employing my systematic approach towards a thorough review of your food operation and of your completed recording forms maintained as part of your council accredited food safety program requirement.

Through my expertise, based on a long career in the

food industry, have a high degree operational knowledge commercial kitchen environments. With my training experiences, I have gained observatory skills 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 auditing service.

The good news is that I can save you **BIG** dollars in more ways than one... To enquire about my specially reduced prices for compliance audits for *Meals on Wheels* facilities* only, feel free to telephone me on 0418 708 359 or email me at

thechefsolution@gmail.com to enquire about a quote for your next food safety audit. Doesn't matter where you are located – I can be there!!

To arrange your next audit, use any of my contact details and ask about my specially reduced Meals on Wheels audit price – you will be pleasantly surprised!!

**No travel costs apply to all east coast locations. Some additional expense may be applicable if you are located away from the coast, however I take all measures to minimise this for you. I am happy to discuss this further with you upon enquiry and can tailor a quote to your liking.*

Contact Christian

'The Chef Solution'

P | 0418 708 359

E | thechefsolution@gmail.com

W | www.thechefsolution.com



Follow me on Facebook



'The Chef Solution'

Education

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>

Food Safety Information Council

<http://foodsafety.asn.au/food-safety/> useful reference tool for food safety education

Pauline's thoughts

The National Volunteering Conference promised to 'ignite, invigorate and inspire' delegates through an engaging three-day program, addressing challenges facing the sector and identifying opportunities for progress.

Delegates were given the opportunity to build networks and learn new skills to take back to their organisations/ local communities, with the aim of contributing to a sustainable future for volunteering in Australia.

Volunteer Rights - Volunteers have rights.... right?

In the Australian volunteering landscape there is no comprehensive law that establishes a set of enforceable rights for volunteers. As a result, volunteers miss out on many of the legal protections given to employees.

This session discussed and provided information on some of the State, Territory and Federal legal protections regarding Sexual Harassment, Discrimination and Bullying, that are in place, and how we can protect those rights that aren't enshrined in law.

Some powerful case studies were presented about how volunteer rights have been breached and what this means from a legal and ethical point of view.

Volunteer Risk Management

This session looked at the legalities involved in volunteering, and how organisations can ensure they have adequate risk management processes in place to protect themselves and their volunteers.

The session covered some of the key legal issues faced by volunteer involving organisations and what organisations need to know about insurance, and background checking for volunteers. It also emphasised the importance of having Volunteer Agreements and Role Descriptions in place.

The Role of Charities in Advocacy

Charities play a critical role as advocates for the people and causes they serve. Integral to this advocacy are volunteers who deliver vital services and programs to the community and play a part in speaking up for those experiencing disadvantage.

In recent times there has been much public debate about the role charities could, and should, play in advocacy.

Panellist/Speakers were asked what their view on charity advocacy is and what role they think the sector should play.

"When engaging in advocacy," says David Crosbie, CEO of Community Council for Australia, "you need to ask yourself: what do you want and why? Bringing things back to purpose is the most resounding message (and piece of guiding clarity) that comes up time and again when leaders come together."

Professor David Hayward, Director of the VCROSS-RMIT Future Social Service Institute, has a clear message: "Focus on purpose, be aware of politics, but never be political!"

Gemma Borgo-Caratti, National Director of the Australian Youth Climate Coalition, encourages charities to be bold; "Don't let those who are afraid of progress hold you back or scare you off your strategy – just do it anyway!"

Professionalising Volunteer Management

We often recognise volunteers as the lifeblood of the Australian community, but what about the people who support them?

Managers of volunteers play a critical role in making volunteering safe, supported, and sustainable. Despite this, the profession of volunteer management hasn't received the credit it deserves. The Volunteer Leadership Network, established by Volunteering WA, set out to solve this problem by harnessing the expertise of sector-wide leaders to invigorate and inspire the profession.

Four members of the Volunteer Leadership Network discussed/presented how their work has raised the profile of volunteer management, and how we can adapt their model in our local community.

The Future of Volunteering

What does the future of volunteering look like? This session delved into the perspective of young people. Panellists/Speakers discussed how we can build a strategy to embed volunteering into the culture of our organisation and ensure that strategy attracts the next generation of volunteers.

The Panellist gave their top tip when it comes to resourcing:

Alison Lai, CEO of Volunteering Tasmania, said “Volunteering is the backbone of the Australian community and volunteers are a critical resource, delivering essential programs and services to the community.

“Volunteer involving organisations need to be creative and flexible in the ways they engage volunteers, and think outside the box about how to involve different groups of volunteers that perhaps they would not normally engage, to increase their capacity and ensure the sustainability of their services.”

Peter Gordon, CEO of Hands Across Canberra, said he could give an encyclopedia of answers but had two overarching messages:

“Firstly, organisations should think about leverage – what is the value of non-government grant money in terms of its potential to be scaled up?

“And secondly, how do we get to YES as the answer to every question?”

George Liacos, Managing Director of Spark Strategy, said that, “As not for profits move towards financial sustainability and greater social impact, it’s key that they consider market-facing roles including business development, marketing and digital capability.

“This is something that the sector sometimes overlooks but which I’ve found to be vitally important. But ultimately, the key to resourcing (and much more!) is nailing your organisation’s value proposition.”

Sarah Davies, CEO of Philanthropy Australia, reminded us that “There is no silver bullet.”

Sarah suggests that organisations should think about the design of their whole business model. And like George, Sarah says organisations should “never forget their core principles and values.”

Social Media Masterclass

This Masterclass lead by Alecia Hancock from Hancock Creative, presented and discussed five effective social media strategies to help build brand awareness and how we can use social media to market our organisation and best tell our story.

- Define your social-media mission statement
- Know your audience
- Plan your content
- Communicate, Interact and engage
- Share honest, authentic content.

Celebrity Panel

The three-day Program closed with a panel of Aussie celebrities.

Conference MC Catherine McGrath engaged in conversation with Adam Goodes, Paula Duncan, Judy Nunn, Bruce Venebles, and Jean Kittson on how their lives in the spotlight have been enriched by volunteering. We heard their weird, wonderful, and downright whacky stories about the requests they've received, including those requests that made them want to jump out of bed in the morning.

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CARDWELL RESIDENT INSPIRES OTHERS TO LIVE LIFE TO THE FULLEST

Long-time Cardwell resident and valued Meals on Wheels client, Gloria Lowry, doesn't let age hold her back from living a lifestyle most of us can only dream of experiencing.

With this year marking her 93rd birthday, Gloria still enjoys walking down to the golden shores of Cardwell beach to snare a catch of fresh prawns and her expertise with a fishing line is unsurpassed, with her latest catch weighing in at over 8 kilograms.

One of seven children, Gloria and her husband George moved to Cardwell in 1960 and owned and operated Lowry's Caravan Park and Service Station. Although both businesses are now discontinued, during its peak time under the Lowry's management, the caravan

park was considered the place to stay in Cardwell and was renowned for its friendly service. While George sadly passed away in 2017, their 71-year marriage was blessed with four children.

Loved and respected in the Cardwell community, Gloria has spent several years involved in craft and Probus groups and enjoyed dancing and playing tennis until 77 years of age.



Photo: With a well-practised throw, Gloria Lowry casts her net for a feed of fresh prawns

gisMOW2 Explained



gisMOW2 Cooperative Limited is a "Not for Profit" owned by the Meals on Wheels Services that use it's operational software. It was formed in December 2012. The Co-op owns the gisMOW2 software, the copyright and the source code.

The day to day operations are overseen by the management committee who are all experienced MOW Management Committee members, co-ordinators, CEO or managers. The President of the Co-op, Philip Worthy alone has 30 years of industry knowledge and was awarded an Order of Australia medal for his contribution to aged care.

Member Services put forward upgrade requests and suggestions which are prioritised. The software is also continually upgraded to accommodate changes to reporting requirements and the ever-changing MOW landscape in which we operate. i.e. Home Care Packages, NDIS, split payments, GST, direct debiting and the list goes on.

Funding is by way of an annual levy which is agreed at the AGM based on the budget for the financial year with smaller Services paying proportionately less than larger Services.

gisMOW2 provides an integrated package suitable for production, buy-in and meal choice Services. Interfaces are available for import/exports to accounting programs i.e. MYOB or QuickBooks, route planning software and ABA files for direct debiting.

Remote or in-house demonstrations can be arranged. Full training is provided on site and assistance with data entry/migration is available.

*For more information, please contact Philip on 0429 800725,
Ian on 0400 878244 or email info@gismow2.com*

QMOW STAFF GET BEHIND THE WHEEL AT MITCHELTON SERVICE



Queensland Meals on Wheels HR officer, Tari Kay and Griffith University Master of Health student, Jackie Tan recently spent a day in the field, volunteering with Mitchelton Meals on Wheels to get an inside perspective on meal delivery.

Commencing with Queensland Meals on Wheels in May, Tari said the opportunity to spend a day volunteering with a Service has given her an invaluable perspective on how Meals on Wheels services operate.

“As I am new to Queensland Meals on Wheels, undertaking a volunteer run for Mitchelton Meals on Wheels was a great way to gain a better understanding and appreciation for what the dedicated Meals on Wheels volunteers are out there doing every day,” said Tari. “It was a great opportunity to get out in the community, meet some of the wonderful Meals on Wheels clients, and see first-hand the difference Meals on Wheels makes to people’s lives, as well as some of the challenges volunteers can face in carrying out their duties.”

Griffith University student Jackie Tan is currently completing a three month in-field placement with Queensland Meals on Wheels to assist with a research project that will determine the benefits of ‘more than just a meal’ to Meals on Wheels’ clients.

“It was a great opportunity to interact with clients and witness firsthand the positive impact that Meals on Wheels services have in supporting individuals to remain in their own homes,” said Jackie. “Not only are client’s nutritional needs being met, but the added bonus of interacting with those that deliver their meals is crucial in supporting mental health needs as well.”

Both Tari and Jackie were impressed by the positive culture at Mitchelton Meals on Wheels. “Everyone was very welcoming; the smiles on everyone’s faces and the efficient and well-run operation is testament to the commitment and dedication of the staff and volunteers there,” said Tari. “And tasting some of Chef Peter’s delicious cooking was another highlight!”



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CABOOLTURE SERVICE TAKES THE CAKE

Sugar and spice and all things nice was the sweet reward for Erin Christian from Your Way Support Services, who was the highest bidder in Caboolture Meals on Wheels' recent Mystery Cake Auction.

The delicious creation is the handwork of talented Caboolture Meals on Wheels volunteer Marama Hounslow, whose passion for cake decorating resulted in a tempting vanilla cake covered in vanilla frosting, chocolate ganache and strawberries dipped in white and dark chocolate.

Erin said being notified she had the winning bid came at an opportune time for her family, with her daughter celebrating her birthday just the day before.

"I would like to extend a big thank you to Erin and Marama for their support of our Service," said Caboolture Meals on Wheels Service Manager, Rhondi McCosker. "The money raised from the auction will go toward purchasing new equipment for our kitchen."



Photo: Looking forward to tasting her prize is Erin and her son, pictured with creator, Marama Hounslow.

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MOFFAT

IPSWICH MEALS ON WHEELS CHOSEN BY TRACY AND RICK BARRON

THE Barron family have a difficult decision to make this week, and that's how to spend the \$1000 at Riverlink they won just for being a subscriber to The Queensland Times.

Every month one lucky subscriber is drawn to win a two-part prize, consisting of a thousand bucks to spend at Riverlink, plus The Queensland Times will donate an extra \$500 to any charity, community or non-profit group of the winner's choice.

Rick and Tracy Barron have been long term readers of The Queensland Times, and chose Ipswich Meals on Wheels to receive the \$500 donation.

Rick was excited to win the prize, and says that the family, including teenagers Brock and Damika, already has a good idea what to do with it. "It's pretty good isn't it, I never win anything!" Rick said. "I get the paper delivered because I was sick of going to buy it every day, we've always been readers of The Queensland Times. We are local business people and like to see what's happening in town.

"The kids have suggested we put it towards a holiday later in the year, so we might pay a visit to one of the travel stores at Riverlink.

"We chose Meals on Wheels as they are a good, local organisation."



Queensland Times General Manager David Box, with Riverlink's Rachel McCabe, \$1000 gift card winners Tracy and Rick Barron, plus Meals On Wheels Ipswich Manager Jane White who collected a \$500 donation. Picture: Darren Hallesy

Five hundred dollars will go a long way towards putting a smile on the faces of clients at Meals on Wheels, a local organisation that delivers a homemade meal, and often it is the only contact that some of the people have with someone every day.

"We will put that five hundred dollars into a fund which is used to provide our clients with little things like Easter eggs, or a birthday cake, or an extra muffin on special days... all those extras for people at different times of the year," Manager Jane White said.

"Some of our clients get no recognition at all on their birthday, so having someone drop in with a cake on their birthday... it makes such a difference, and that lets them know that someone is thinking of them.

"Quite often it is the visit from Meals on Wheels that is their only contact with another person for the whole day."

Jane said the organisation relies on volunteers, and the drivers they have on their books aren't always available due to medical appointments, holidays at this time of year and other reasons.

"We have about 200 people on our books currently that require a meal. We get in early and cook them fresh every day in South Street.

"We had one day recently when we had 8 of our 16 teams away due to many reasons, so we are always on the lookout for helpers. I had to call in a lot of favours that day!"

Next month will see another happy subscriber take home a \$1000 Riverlink gift voucher plus \$500 will go to a charity or non-profit organisation of the winner's choice.



Darren Hallesy - 6th Aug 2018

WRITER'S BLOCK?

We hope everyone is enjoying reading this quarter's edition of CUSTOS.

The CUSTOS magazine was created as a medium for Queensland Meals on Wheels and our Member Services to connect with each other through the exchanging of information and sharing of inspirational stories and achievements.

We encourage all our Members to actively contribute toward the success of CUSTOS by letting us know of any topics you would like covered or the type of stories you would like to read.

Maybe you have a great story to share but aren't too sure where to start? That is where Queensland Meals on Wheels can help. We believe it is important that our Members success stories are applauded, and we will

WE ARE HERE TO HELP

happily assist you to write an article that can be published in CUSTOS. QMOW staff member, Lisa Lowe, has an editorial background and is available to work with Members to bring your stories to fruition.

Please contact Lisa on email:

msc@qmow.org or ph: (07) 3205 8855 to discuss your ideas or to let us know of any upcoming events or achievements that you would like included in the next quarter of CUSTOS.



OFFICE PRANK TURNS STATE MANAGER BLUE

State of Origin may be over, but it seems one Queensland Meals on Wheels staff member still had a grudge to settle following the three match play-offs that saw NSW take home the trophy and wasn't going to rest until she evened the score.

Being a Blues supporter in Maroons home territory is always risky business and with competition running hot in the QMOW office during this year's series, QMOW Finance Officer, Naomi Jackett soon discovered that wearing a Blues jersey to work was not going to win her any brownie points with State Manager, and proud Maroons supporter, David Bannister.

While Naomi thought she was safe in leaving her beloved jersey at the office in readiness for round two of the competition, David took the opportunity to swipe the offending item and hide it away. An exhaustive search on Naomi's behalf didn't reveal the precious item, with David only stating that he had "thrown it in the bin".

Of course, the jersey was safely tucked away the whole time and David very wisely returned the jersey before the finance officer followed through on her threat to bill him for a new one.

They say revenge is a dish best served cold, and it seems Naomi has been quietly plotting her payback over the past couple of weeks.

After placing a NSW Blues sticker on the back of David's car, and letting the rest of the team in on the secret, Naomi and QMOW staff took great joy in watching David drive around for almost a week before an extra-ordinary meeting was called to reveal he'd been set up.

Oblivious to the fact that he is now a Blues supporter has earned David the QMOW Mistake of the Month Award – appropriately dressed in his new team's colours, of course!



COMMUNITY CELEBRATES 40 YEARS OF MEAL DELIVERY IN BOONAH

Forty years of service to the Boonah community was recently celebrated by Boonah District Meals on Wheels, with a special morning tea held at the local golf club.

Over 100 guests associated with the Service joined with long-serving President, Lola Wernowski, to share memories and laughs, and toast the success of Boonah District Meals on Wheels.

Guests of honour included Federal Member for Wright, Mr Scott Bucholz, State Member for Scenic Rim, Mr Jon Krause, Scenic Rim Mayor Greg Christensen, and Queensland Meals on Wheels Director, Jack Pool.

A past recipient of the Mary Lowe Living Legend Award, Lola has been actively involved with Boonah District Meals on Wheels since its first meeting over 40 years ago.

“I was sitting in the street selling raffle tickets for another organisation when a lady asked me if I was going to the meeting that night. I didn’t know what meeting she was referring to, but she explained it was about setting up a Meals on Wheels service for Boonah. I went to that first meeting and 40 years on, I am still there,” said Lola.

Not one to put herself forward, Lola was content to work behind the scenes, however soon found herself nominated as Secretary of Boonah District Meals on Wheels, a position she held from 1979 to 1985.

“One day the President asked me if I would consider stepping into his role, as he thought he could better serve the committee as Treasurer. I thought he was joking but I eventually agreed to fill the role for 12 months. I obviously don’t know what 12 months is because I am still the President over 20 years later,” she jokes.

Boonah District Meals on Wheels spent its first 20 years of operations as a cooking kitchen, delivering to clients three days per week. As demand for meals increased, the Service developed a partnership with Boonah Hospital, with the hospital preparing meals five days per week and the Service taking care of deliveries and administration.

“I’ve seen many changes to the town over the years,” said Lola. “We have new people moving into the district all the

time; I try to get to know as many as I can and encourage them to become volunteers with the Service.”

Queensland Meals on Wheels Director, Jack Pool, acknowledged the Service’s outstanding 40 years serving the community with a special award. “It was great to see the amount of people who attended the morning tea in support of Boonah District Meals on Wheels. It shows the amount of respect they have in the community,” he said.

Lola was presented with a beautiful bouquet of flowers in appreciation of her 40 years’ service with Boonah District Meals on Wheels, however was reluctant to receive her well-deserved praise.

“I don’t look for any accolades for what I do,” she said. “Volunteering for Meals on Wheels is a job I love doing and I hope to continue doing it for many more years to come.”



Photo: Meals on Wheels Director, Jack Pool and Scenic Rim Mayor, Greg Christensen join with Boonah District Meals on Wheels President, Lola Wernowski in cutting a ceremonial cake that was shared with guests

DEMENTIA AWARENESS MONTH 2018

Do you find some clients' behaviours challenging?

Most Meals on Wheels volunteers would describe the interactions they have with their clients as a positive experience. Accompanying a meal delivery service, volunteer and client engage in pleasant conversation and over time genuine friendships are formed. The volunteer and the client look forward to the visits, and the volunteer is left in no doubt that the client is appreciative of the genuine care and concern shown for their welfare and values what they do.

But what about the client who doesn't seem appreciative? The one who displays odd behaviour, is always in a bad or depressant mood, and may say unpleasant things. The client who volunteers come to dread visiting and can hardly wait to drop off the meal and leave.

There is no doubt that society does consist of unpleasant people, however could there be an underlying cause to your client's challenging behaviours?

Over the past month, I have been participating in a dementia training course with Dementia Training Australia. This course is designed to raise awareness about early warning signs of dementia and develop skills to effectively provide support to persons living with dementia.

Many Australian's believe that developing dementia is a normal part of the aging process, but this is not true. Dementia is a broad term that describes disorders of the brain that can have many root causes, including Alzheimer's disease, Vascular dementia, alcohol related dementia, Huntington's disease, and Parkinson's disease, to name just a few.

During this course I have learned valuable skills in how to identify behaviours associated with dementia and how to effectively manage those behaviours through positive communication and meaningful engagement.

Being aware of behaviours associated with dementia, and learning how to manage them, will allow volunteers to improve their relationships with clients living with dementia and possibly identify and document early warning signs that can contribute to the holistic support of clients.

Meals on Wheels volunteers provide more than just a meal - they are often the front line in identifying any significant changes that affect the overall health and wellbeing of our clients.

September is Dementia Awareness month, with this year's theme being Small actions Big difference. If you would like to learn more about dementia and understand how your actions, however small, can make a big difference in the life of person's living with dementia, please contact me to discuss.



Dementia Awareness Month is an initiative of Dementia Australia

Early warning signs of dementia

The early signs of dementia are very subtle and may not seem obvious. Early symptoms also vary a great deal; however, people first seem to notice that there is a problem with memory, particularly in remembering recent events.

Memory loss that affects day-to-day function

It's normal to occasionally forget appointments or a friend's phone number and remember them later. A person with dementia may forget things more often and not remember them at all.

Difficulty performing familiar tasks

People can get distracted from time to time and they may forget to serve part of a meal. A person with dementia may have trouble with all steps involved in preparing a meal.

Confusion about time and place

It's normal to forget the day of the week - for a moment. But a person with dementia may have difficulty finding their way to a familiar place, or feel confused about where they are.

Problems with language

Everyone has trouble finding the right word sometimes, but a person with dementia may forget simple words or substitute inappropriate words, making sentences difficult to understand.

Problems with abstract thinking

Balancing a cheque-book can be difficult for anyone, but a person with dementia may have trouble knowing what the numbers mean.

Poor or decreased judgment

A person with dementia may have difficulty judging distance or direction when driving a car.

Problems misplacing things

Anyone can temporarily misplace a wallet or keys. A person with dementia may put things in inappropriate places.

Changes in personality or behaviour

Everyone becomes sad or moody from time to time. Someone with dementia can exhibit rapid mood swings for no apparent reason. They can become confused, suspicious or withdrawn.

A loss of initiative

It's normal to tire of some activities. But dementia may cause a person to lose interest in previously enjoyed activities.

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READY, SET, GO AT TIN CAN BAY MEALS ON WHEELS



Welcoming a new cook and new volunteers to their Service over the past year, Tin Can Bay Meals on Wheels is more than ready to dish up tasty and nutritious meals to the residents of Rainbow Beach.

With a current client base of 19, Coordinator Michelle O’Gorman and her loyal team of volunteers are working toward increasing the number of people who utilise the Service. “We have been promoting our Service to the community through advertising in the local newspaper as well as fundraising activities,” said Michelle. “We want to get the message across that anyone is eligible to order meals and do not require a referral.”

Operating a successful sausage sizzle stall in June at the Tin Can Bay Markets, Michelle said the activity gave the Service the opportunity to not only raise funds but also promote what Meals on Wheels is all about. “The stall was well supported by the community and we must give special thanks to our local branch of the RSL for generously allowing us a site without charge.”

Michelle is quick to acknowledge the invaluable support of Tin Can Bay Meals on Wheels volunteers, with the Service hosting a special morning tea during National Volunteers Week. “As part of the celebrations we recognised two of our volunteers, Beryl Murray and Dawn Gant, who have been volunteering with our Service for the past 27 years. We can’t thank them enough for such a wonderful effort and made a special presentation to both the ladies.”

Adding to the Service’s recent successes has been the awarding of a grant from Gympie Regional Council to purchase a new computer to assist with administrative operations at Tin Can Bay Meals on Wheels. “We are so appreciative of the assistance from Gympie Regional Council,” said Michelle. “The new computer has made life so much easier for our Treasurer.”

Anyone wanting to order meals from Tin Can Bay Meals on Wheels, or learn more about how they can help, can contact Michelle O’Gorman on P | 0427 701 922.

SUNNYBANK NON-FOR-PROFITS BUILDING FOUNDATIONS FOR STRONGER COMMUNITIES



Photo: Sunnybank/Salisbury Meals on Wheels President, Roslyn Broom thanks members of the Men's Shed for their continuing support of the Service.

Sunnybank/Salisbury Meals on Wheels President, Roslyn Broom recently had the honour of attending the Sunnybank District Community Men's Shed's end of month BBQ social day as special guest speaker.

The Men's Shed monthly get-togethers are an opportunity for members to socialise as a group over a snag or two, while discussing and planning projects of the shed, and sharing important information about the community.

Ros was asked to share her experiences as President of Sunnybank / Salisbury Meals on Wheels and explain how the Service supports members of the community through the provision of meals.

The two Sunnybank non-for-profit organisations have long enjoyed a friendly partnership, with the Men's Shed growing fresh fruit and vegetables for the kitchen at Sunnybank/Salisbury Meals on Wheels, as well as donating helping hands during BBQ fundraisers benefitting the Service.

Continuing their support of Meals on Wheels, two talented Men's Shed members – Colin Ruhe and Ray Davie – crafted a beautiful wooden train to be raffled on behalf of Service. The train, valued at \$350, will be first prize in a raffle drawn at the Sunnybank/Salisbury AGM on 20 September.

BULIMBA PLUMBING BUSINESS CELEBRATES BIRTHDAY WITH DONATION TO MEALS ON WHEELS SERVICE

When it comes to birthdays or anniversaries, it is usually the person celebrating who receives the gifts; however, this wasn't the case for RTL Plumbing in Bulimba who recently marked an outstanding 70 years in business with a donation to Bulimba District Meals on Wheels.

Wanting to give back to their local community for loyally supporting the business throughout the decades, RTL Plumbing chose Bulimba District Meals on Wheels as their charity of choice and held a fundraising day in support of the Service.

Partnering with a favourite local coffee haunt, Hawthorne Garage, the two businesses raised an impressive \$800 by donating \$1 from every coffee sold on the day. "We received incredible support from our local community of

Bulimba, with almost 800 coffees sold that day," said Ben L'Estrange, Director RTL Plumbing.

Money raised from the event will go toward supporting the day-to-day expenses at Bulimba District Meals on Wheels, with a portion allowing the Service to have their very own celebrations for their 50 year anniversary in November this year.

Bulimba District Meals on Wheels Coordinator, Lee-Ann Brook said the Service was overwhelmed by the generosity of community. "We thank you and send our appreciation to all the wonderful people who came to support Meals on Wheels, Hawthorne Garage, and especially RTL Plumbing during their birthday celebrations."



Photo: Ben L'Estrange (Director of RTL Plumbing), Penny McClelland (President of Bulimba Meals on Wheels), Dan Palmer (Owner of Hawthorne Garage).

COLLINSVILLE MEALS ON WHEELS CELEBRATE 40 YEARS OF SERVING THE COMMUNITY

Forty years of serving the community was celebrated in style by Collinsville and Scottville Meals on Wheels on Saturday, 12 May with an anniversary luncheon held at the Pit Pony Tavern in Collinsville.

President Norrien Hinds welcomed guests, which included official guests Queensland Meals on Wheels Limited Chairperson, Tony Charlesworth and Whitsunday Regional Councillor, Michael Brunker, as well as Collinsville and Scottville Meals on Wheels volunteers and clients.

Taking the opportunity to acknowledge the noteworthy contribution of volunteers of the Service, President Hinds made special mention of the volunteers' ongoing dedication and support. "I'd like to thank all our volunteers for their service and congratulate each and every one of them for their outstanding contribution to our community," she said.

While President Hinds was quick to extend praise to the volunteers attending the event, a reading of the history of the Service revealed that the success of Collinsville and Scottville Meals on Wheels was, in fact, attributed largely to the unwavering dedication of President Norrien Hinds herself.

Establishing a steering committee late in 1977 with a group of Lioness club members who were intent of starting a Meal on Wheels Service in Collinsville, Norrien Hinds has gone on to serve as Secretary, Treasurer, volunteer cook, deliverer and President during the 40-year history of Collinsville and Scottville Meals on Wheels.

"This is an amazing achievement," said Queensland Meals on Wheels Chairperson, Tony Charlesworth. "I would like to both commend and thank Norrien for her continuous service as an executive officer, as well as praise her for her willingness to serve at the coal face, so to speak, and contribute to the preparation and delivery of meals to the many clients of Collinsville and Scottville Meals on Wheels throughout the years."

President Hinds was joined on stage by two original volunteers, Val Hiron and Sophie Whitton, who started with the Service in its opening year back in 1978. All three ladies were presented with congratulatory floral bouquets to the accompaniment of generous applause from guests as a display of appreciated.

Formal proceeding included the cutting of a delicious sponge cake that was shared with guests.

"2018 marks a very significant milestone in Collinsville and Scottville Meals on Wheels' history," said President Hinds. "We have delivered over 155,000 meals to an uncountable number of clients and look forward to continuing to deliver this service long into the future."



Continued on page 38 - 39

COLLINSVILLE MEALS ON WHEELS

A FORTY-YEAR HISTORY . . .

Late in 1977, the Lioness Club of Collinsville called a public meeting to try to establish a Meals on Wheels Service in Collinsville. A steering committee was formed, and enquiries made. Some money had been put aside by the Lions and Lioness Clubs to help get it started.

In February 1978 another meeting was called, and the original committee was formed. Mrs Dorothy Sverdlhoff was elected as the first President, Mr Lindsey Sheppard as Treasurer and Mrs Norrien Hinds elected as Secretary. Mrs Maureen Ben and Mrs Smith were elected as Convenors.

Lindsey Sheppard left town before the end of that first year and Norrien took over as Treasurer until the next General Meeting, where Mrs Dulcie Bulloch was nominated as the Secretary and Norrien as Treasurer, a position she held for the next 24 years. In September 2003 Norrien took over the role as President and still holds that position today.

The local Royal Order of Buffalos Club offered the newly formed Collinsville and Scottville Meals on Wheels Organisation the use of the side veranda of their hall and helped to convert it into a working kitchen. Mr Van Wyk, the local baker, donated two long benches. Two gas stoves and a set of laundry tubs were then purchased locally, followed shortly after by a fridge, freezer and pantry cupboard to complete the kitchen.

As the kitchen was being prepared, it was decided to start delivering meals three days per week. For the initial three weeks, the meals were cooked at the private homes of Mrs Ben and Mrs Smith.

The first meal was cooked and delivered on Wednesday 3rd May, 1978 - over 40 years ago.

Three weeks later they moved into the Royal Order of Buffalos Hall on the corner of Blake Street and Railway Road, known locally as the Buff's Hall. In those days the cost of a meal delivered to the client was a mere \$1.00, facilitated by a Government subsidy of 25 cents per meal. Today clients of Collinsville and Scottville Meals on Wheels pay \$12 per meal, which includes a Government subsidy of approximately \$4.00 per meal.

On the 8th of August, 1988 Collinsville and Scottville Meals on Wheels moved into the very modern kitchen at the new Collinsville Community Centre, otherwise known as the Entertainment Centre.

That year the 10th anniversary celebration was held on August 11th at Collinsville Workers Club where organisers celebrated and thanked the 10-year volunteers and the many community supporters, including the Lions and Lioness Clubs, the CFMEU Mining Union, Power Station Workers, Qld Electrical Corp, and Collinsville Coal and Colliery staff for their extraordinary financial support.

In February 1992 the Service moved again, this time into the new Hillside Haven Aged Care Facility, where they worked with the facility to provide meals to residents as well as to the Collinsville and Scottville Meals on Wheels clients within the community. The Aged Care facility was a Multi-Purpose Centre, which allowed the Service, over time, to assist community members to transition from their homes to the professional care environment at Hillside Haven.

It was around this time that the Service started providing yearly Christmas Hampers to clients which was well received by all.

On the 7th May 1993, Collinsville and Scottville Meals on Wheels celebrated their 15th Anniversary by holding an open-air BBQ at the Hillside Haven Aged Care Facility, with the occasion shared with the facility's residents, as well as Meals on Wheels volunteers and clients.

On Australia Day in 199, the organisation was very proud to receive the Whitsunday Regional Council's Community Service Award, on behalf of the very many people who contribute to making the Service possible.

In 1999, Thiess Collinsville generously donated a car for the use of the Meals on Wheels service and Hillside Haven Aged Care Facility. This has been of great benefit to service delivery and to deliverers.

In 2001 a new tradition was started of providing Christmas luncheons, with hard-working volunteers and clients invited to share a meal and the many stories and memories the organisation has produced.

In 2002, with community numbers in decline, the Service began having trouble getting enough cooks and kitchen assistants to be able to provide a service. The Hillside Haven committee were approached with regards to hiring a cook and Meals on Wheels buying meals from them.

An agreement was reached whereby Hillside Haven agreed to do this on the condition that Collinsville and Scottville Meals on Wheels delivered five days a week and the Service continued to provide a volunteer kitchen assistant to assist the Centre's cook.

In 2003, Collinsville and Scottville Meals on Wheels delivered its 100,000th meal to client Nancy Tudehope. It was a delightful milestone and a credit to the Collinsville community's strength and determination to care for its elderly.

In 2008, Meals on Wheels applied to QCoal and Sonoma Mine for a grant to assist in paying the wages for the Hillside Haven cook's assistant. Hillside Haven was struggling financially, and the Service was determined to protect their clients and ensure they continued to receive meals. The grant was approved and continued yearly for five years thanks to the generosity and support of QCoal and its partner, Thiess Collinsville.

Around 2012, St John Bosco Catholic School, its teachers and students came on board and offered to help with deliveries to clients. This became another opportunity for the community to show its support and respect for the community's elderly and led to the Collinsville High State High School joining in with their own monthly delivery.

2016 saw the closure of the Hillside Haven Aged Care Facility and the need for the Collinsville and Scottville Meals on Wheels organisation to reassess its options for provision of client services. After discussions with Queensland Meals on Wheels and with the managers of the Morris Corporations Mining Camp, it was decided to outsource the production of the meals and continue to do the deliveries with the help of an amazing team of volunteers. The cost of meals increased dramatically but the quality and reliability of clients' meals was secured indefinitely.

Collinsville and Scottville Meals on Wheels currently have approximately 40 deliverers and 8 clients, with a number of other clients moving in and out of the system as needed.



EATING WITH YOUR EYES- THE IMPORTANCE OF PRESENTATION

Food presentation is just as essential to the success of a dish as its taste and flavour. The way that food looks on a plate is what tempts our eyes and makes you want to taste it.

The obstacles of plating into containers - whether it be 1,2 or 3 sections - and making it look good and travel well to the client's home, is more than a challenge, however needs to be considered and well planned out.

Putting yourself in the place of your clients will give insight into how you would like your meal to look if you were about to sit down at the table to eat. How would you like your meal to appear? Imagine how a meal may look after sitting in containers for a period of time before being delivered to a client's home? It absolutely changes the way a meal tastes, even by perception, as we really DO eat with our eyes!

How DO you make the meal more appealing?

- Think about the colours of the protein, carbs and vegetables so that they complement each other- think greens, orange, reds.....
- Take the time to arrange foods in the containers so they look appealing. For example, place the beans/carrots, etc all in the same direction so that it looks plated with care.
- Use garnish that is complimentary to the dish. It doesn't have to cost a lot, sometimes a good supplier may throw in some herbs free or cheap, e.g. a little rosemary on lamb or beef, dill on fish, parsley or chives on chicken... it makes all the difference and can enhance the flavour of the dish at the same time.

After all, Meals on Wheels delivers **MORE than just a meal.**
Let's make it an experience!



For further inspiration, please see links below:

www.howto-simplify.com/2017/08/5-tips-beautiful-food-presentation.html

besthomechef.com.au/blog/tips-for-better-food-presentation

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NATIONAL STANDARDS FOR VOLUNTEERING

Did you know that there is a National Standard for Volunteering?

A Standard is a voluntary document that sets out specifications, procedures and guidelines that aim to ensure products, services, and systems are safe, consistent, and reliable. They cover a variety of subjects, including consumer products and services, the environment, construction, energy and water utilities, and more.

National Standards are developed either by a national standards body (like Standards Australia) or other accredited bodies. Any standards developed under the Australian Standard® name have been created in Australia or are adoptions of international or other standards.

Volunteering Australia launched the latest version of the National Standards for Volunteer Involvement on Monday 11 May 2015. The Standards provide a sound framework for supporting the volunteer sector in Australia. The Standards are easy to follow and are adaptable to different organisation types and different forms of volunteering which reflect the diversity of this growing sector ¹.

The National Standards have been designed to help organisations:

- incorporate the values and maximise the benefits of volunteer involvement
- develop effective volunteer involvement strategies and practices
- involve volunteers in meaningful and useful activities that contribute to the outcomes of the organisation's work
- ensure the rights of volunteers are protected and that they are supported to carry out their roles and responsibilities.

The Standard incorporates the principles of volunteering as a planned part of an organisation, requiring organisational leadership within a culture and structure that supports and values volunteers in which volunteers have rights and responsibilities.

The benefits of using the Standard for our Services are:

- they provide good practice guidance and benchmarks to help organisations attract, manage and retain volunteers, and
- help manage risk and safety in their work with volunteers.

The benefit for our volunteers is that they help improve the volunteer experience.

Each Standard covers a specific area of Volunteer Management:

- Standard 1: Leadership and Management
- Standard 2: Commitment to Volunteer Involvement
- Standard 3: Volunteer Roles
- Standard 4: Recruitment and Selection
- Standard 5: Support and Development
- Standard 6: Workplace Safety and Wellbeing
- Standard 7: Volunteer Recognition
- Standard 8: Quality Management and Continuous Improvement

The Standards are available for free download at https://volunteeringqld.org.au/docs/VA_National_Standards.pdf

Working towards these standards will ensure that Meals on Wheels is providing the best volunteering experience possible. Our Services are already incorporating the Standards through Standard 1.4 Volunteer Involvement records, volunteer records, police check policies and documentation, and training records.

Volunteering Queensland runs regular training sessions which provide you with an overview of the Standards, along with resources and reading to educate yourself further. Visit <https://volunteeringqld.org.au/events> to find your closest session.

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MITCHELTON MEALS ON WHEELS EXPERIENCES GROWTH WITH PARTNERSHIPS

Mitchelton Meals on Wheels is experiencing growth. Growth in business, growth in meals deliveries and additional working hours for staff, by partnering with community aged home care service providers in their local community. Mitchelton are able to offer affordable and nutritious, home delivered hot meal packages to the residents in their local community, funded by the Australian Commonwealth Government through the Home Care Package Program.

Home Care Packages:

A Home Care Package is a coordinated package of services tailored to meet a person's specific care needs. The package is coordinated by an approved home care provider, with funding provided by the Australian Government under the Aged Care Act 1997. The program is part of the Australian Government's continuum of care for older people in Australia, providing services for consumers in their home following on from the Commonwealth Home Support Program. The Home Care Packages Program helps older Australians with complex care needs to live

independently in their own homes. Meal production, preparation, packaging and delivery are funded by the consumers' Home Care Package. Purchase of food is excluded.



During my recent visit to Mitchelton Meals on Wheels, I discussed Home Care Packages with Wendy Emery and asked her to share her experiences:

Q. How many partnerships have you established?

A. 14. They include: Alzheimers Qld, Anglicare, Avida Care, Bally Cara, Blue Care, Bolton Clarke, Care Connect, Centacare, Communiy, Focused Health, NDIS, OzCare, Suncare and Wesley Mission.

Q. What does the growth look like?

A. I would have to describe the growth as slowly building. Most of the home care package clients were existing clients on our books that transitioned over from Commonwealth Home Support Program. Updates via the My Aged Care portal have allowed us to become aware of the allocation of a Home Care Package and when the package has been started. We have however, received a small number of new clients directly from the Home Care Package Service providers themselves.

Q. How many additional customers/consumers?

A. We have, received 6 new customers that weren't previously on our books, all of these are in the over 65 category.

Q. How many additional meals?

A. Figures from our last month indicate under the Home Care Package category we have increased delivery by 168 meal packages over 10 clients.

Q. When did you actively commence the partnership process?

A. March 2018

Q. What have you been doing differently since March 2018?

A. Since getting a better understanding of what a Home Care Package really means, in March this year, I have been very busy trying to establish partnerships with the Home Care Package providers in our area. Most of our leads have come from the My Aged Care portal when they advise us that the client has been awarded a Home Care Package. We use that information once package has been allocated and we make contact with either the client or the provider, if known. We have also been contacted directly by

some of the service providers. When this happens, I personally take the opportunity to speak with them and promote Mitchelton Meals on Wheels. We have a number of flyers that we have had printed by Queensland Meals on Wheels and we send these out regularly. Last month we used the My Aged Care portal to obtain the names and addresses of all the providers available to us in our area and we sent them all an introductory letter (template from Queensland Meals on Wheels) and a batch of flyers (template from Queensland Meals on Wheels) plus our price list so that those businesses can market Mitchelton Meals on Wheels and pass on the information to their customers. It is really quite simple once you have made contact with the package providers and they confirm the recipient is in fact registered with them and receiving Home Care Package funding. Once you have established verbally that the recipient has sufficient funds in their package to be able to add meals to the list of services they are receiving, you can immediately change you client's pricing structure from the existing Commonwealth Home Support Program sell price (our's being \$9.00 per package) to the new commercial price for Home Care Packages of \$15.40 (GST incl). We start immediately with providing the meals under the new Home Care Package price structure once a verbal agreement has been made with the service provider and the customer and we invoice the service provider. We discontinue reporting those outputs/meal package numbers on the DEX, then the brokerage contract service agreement process begins.

The brokerage contract, or service agreement, is probably the most challenging aspect of the Home Care Packages partnership. There are no two contracts the same. The contracts are lengthy, they contain information that is completely not relevant to Meals on Wheels or meals delivery and are at times difficult to understand. Having said that, after reading through quite a few, you begin to realise that they do have a lot of similarities. I have had no prior experience with contracts, but with the help from Laurel at Queensland Meals on Wheels, I am now feeling a lot more confident, and for the better part doing them on my own now. I

will admit I felt a little overwhelmed at first but if you just take your time and seek the help of others you will eventually get there.

One very handy trick is to use the Queensland Meals on Wheels brokerage contract template. Just copy and paste from the Queensland Meals on Wheels brokerage contract template in word format and ask service providers to amend to your requirements prior to signing. Don't sign anything that you are not happy with.

Q. What other information would you like to share?

- A.**
- Some existing customers are receiving Home Care Packages without our knowledge. We used our quarterly newsletter to talk about Home Care Packages and asked our customers if they had one to contact us.
 - The daily workload has increased not only due to the contracts but also with invoicing requirements. Extra time has been added to our week to cope with this.
 - Don't expect to get the contract signed and sealed in a week, most will take many weeks to finalise. This doesn't stop the process of providing meals or actually invoicing the Service Provider in the meantime.

Queensland Meals on Wheels have been challenged by some service providers that Meals on Wheels cannot gain access to the Home Care Package funding for meals production, preparation, packaging and delivery. Queensland Meals on Wheels followed through when customers requests to have their meal production, preparation, packaging and delivery funded by their package was not successful, and the Service Provider was reticent to partner and customers requests were being declined. A complaint was lodged with the Aged Care Complaints Commissioner and Queensland Meals on Wheels have been instrumental in developing a successful partnership so that meal preparation and delivery are now being funded by these customer's Home Care Package funding.

Queensland Meals on Wheels have received the following advice from The Aged Care Complaints Commissioner. "Home Care Package clients can receive meals through Meals on Wheels and Home Care Package funds can be used to pay for the preparation of the meals. This is included in the Quality Care Principles 2014, Schedule 3, Part 1, Item 3(a) is 'assistance with preparing meals'. Preparation of the meals by Meals on Wheels is covered under this item, as is transport of the meals to the consumer. The cost of the food, however, is excluded under Part t, Item 1(b) of the Schedule - 'purchase of food, except as part of enteral feeding requirements'. Therefore, the Government subsidy for a Home Care Package can be used to pay for the preparation and delivery of meals. However, the client is expected to make a contribution towards the cost of the food."

- Quality Care Principles 2014, Schedule 3, Part 1
<https://www.legislation.gov.au/Details/F2016C00451>
- Aged Care Legislation Amendment (Single Quality Framework) Principals 2018 page 9 Standard 4 : Requirements 3 (f),
https://agedcare.health.gov.au/sites/g/files/net1426/f/documents/07_2018/aged_care_legislation_amendment_single_quality_framework_principles_2018.pdf

For further information visit the Aged Care Complaints Commissioner website.

If you require any advice relating to partnerships contact Queensland Meals on Wheels.

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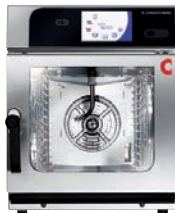
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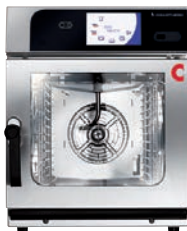
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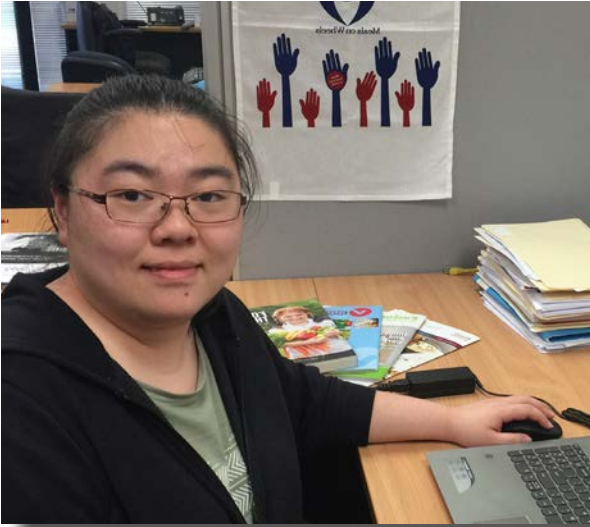
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Health student completes placement with Queensland Meals on Wheels



Griffith University Master of Public Health student, Jackie Tan, has been completing a study placement with Queensland Meals on Wheels over the past two months, researching the benefits of 'more than just a meal' and its impact on Meals on Wheels clients, as well as establishing a data collection tool.

Originally from Shanghai, Jackie has been living in Brisbane for the past seven years. She holds a Bachelor of Nursing from Australian Catholic University and works part-time at an aged care facility, in addition to her studies.

While Jackie's placement with Queensland Meals on Wheels has been mostly office based, she has had the opportunity to visit Member Services and conduct face-to-face interviews with clients, staff and volunteers.

As part of her studies, Jackie will write a report based on her findings which will be used by Queensland Meals on Wheels to direct future decisions regarding 'more than just a meal'.

Jackie will complete her placement with Queensland Meals on Wheels at the end of September.

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Meals on Wheels Services smash record during National Meals on Wheels Day

28 AUGUST 2018



Photo by Couriermail



This year's National Meals on Wheels Day was an outstanding success, with over 40 Queensland Meals on Wheels services taking up the challenge to participate in the National Challenge for the Most Community Meals produced in a five hour period!

Wheels operations, with many services hosting a morning tea or BBQ during the preparation of the meal service.

Member Services called on their local politicians, local businesses, schools and other community groups to get involved by purchasing a meal, donating funds and items for the day, or volunteering for deliveries. The support of the community helped to create the amazing results witnessed, with one community member even hosting a dinner party for 17 people on the day and dishing up the roast chicken meals.

Working in partnership with Elevate Communications, Queensland Meals on Wheels was able to generate plenty of media attention about the Meals on Wheels and the National Challenge, with several services featured in newspaper articles in the lead up to the event as well as participating in live television coverage on the day.

The outstanding results and success of National Meals on Wheels Day and the National Challenge could never have been achieved without the collective team effort of all who contributed. On behalf of Queensland Meals on Wheels, I send a whole-hearted thank you to all.

Katrina Jermyn
Marketing Consultant

Smashing last year's record of 740 meals, Meals on Wheels volunteers and staff sliced, cut, roasted, packed and delivered a record breaking 5751 roast chicken meals to clients and community members across Queensland while highlighting the valuable service that Meals on Wheels provides in local communities.

The National Challenge provided an opportunity for Member Services to engage with clients and community through inviting them to purchase a roast chicken meal as part of the Challenge and actively participating in some light-hearted fun – something some clients may have little occasion to do. It also enabled Member Services to acknowledge their hard-working volunteers, who each day spearhead the success of Meals on



Roast chicken challenge drums up piping hot media coverage across state

It was a case of winner, winner chicken dinner for all participating Meals on Wheels services, with the challenge to produce the most community meals in a five hour period generating an unprecedented level of media coverage across Queensland.

Over 276 positive media clips were produced, both in the lead up to the challenge and on the day, achieving an equivalent advertising value (EAV) over \$413,780.94 and an audience reach of 10,852,267 people.

Viewers switched on their television sets and watched the event unfold across widespread television coverage at a national level on both Channel 10 and Channel 9, and regional coverage in Queensland on Channel 7.

Print presses were running hot, with dozens of Services participating in interviews about the challenge and gracing the pages of their local newspaper.

Social Media pages received plenty of hits also, with Members quick to promote the Challenge and their Service to their online communities by generating plenty of updates and posting photographs of the day. The three most popular posts on the Queensland Meals on Wheels Facebook page reached between 1,500 and 2,000 people.



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It was fine dining courtesy of Caboolture Meals on Wheels when local residents Kevin and Julie decided to join with all the fun of National Meals on Wheels Day by ordering lunches for 17 of their friends and family. Guests were treated to a delicious roast chicken luncheon accompanied by wine served in Sunday best crystal glasses and floral centrepieces to set the scene. Many thanks to Kevin and Julie for helping Queensland Meals on Wheels smash the record for the most community meals produced in a five hour period!

Meals delivered as part of record breaking challenge



A meal in the making ... Chef Angela Scott puts the finishing touches to Wednesday's lunch ready for delivery.



A different mode of delivery ... Margaret Matthews had her meal delivered by the Beauaraba Living bus on Wednesday and enjoyed a chat with Raylee Rigney from Beauaraba Living.



Heading out for deliveries ... Heather Teakle and Bob Graham, both long time Meals on Wheels volunteers, are helped with packing the car by Angela Scott ready for deliveries on Wednesday.



Lunch time and learning ... Billie Manktelow who turns 95 in November says Meals on Wheels is about more than just the meal.

National Meals on Wheels Day was celebrated on Wednesday August 29 with Pittsworth contributing to the record breaking 5751 community meals prepared within a five hour period.

To celebrate Meals on Wheels Day in Pittsworth, residents receiving meals were treated to a delicious meal of roast chicken and baked vegetables and sticky date pudding with butter-scotch sauce.

The meals were delivered on one run by the staff from Beauaraba Living in the Beauaraba Living bus which provided some excitement for those receiving their meals.

Billie Manktelow who has been receiving Meals on Wheels for a number of years said, "Waiting for the meals to arrive each day gives me something to look forward to and you are never too old to learn something new. Quite often I learn something new from the volunteers or am introduced to a new food in the meals."

The residents of Beauaraba Living received the same lunch meal as the Meals on Wheels clients on Wednesday.

Beuaraba Living chef Angela Scott said she enjoyed being part of the National Meals on Wheels challenge.



Dessert for the day ... Peter Ross and Kate Hanley helped pack the desserts for Wednesday's lunch delivery.

PINE RIVERS MEALS ON WHEELS SHOWCASES SERVICE DURING SENIOR'S EXPO

Celebrating everything senior, visitors and stallholders at the 2018 Dickson Senior's Expo were treated to plenty of tasty treats and healthy food options, with Pine Rivers Meals on Wheels performing catering duties for over 1500 attendees at the two-day expo.

Held at the Strathpine Community Centre on August 30 and 31, the Dickson's Senior's Expo showcased over 60 local businesses, with a focus on the over 50's age demographics.

With Pine Rivers Meals on Wheels staff busy in the kitchen, Queensland Meals on Wheels staff members, Laurel Wyte and Lisa Lowe, provided support by manning a stall aimed at promoting the Service.

"We are so appreciative of the support provided by Queensland Meals on Wheels," said Pine Rivers Manager, Wendy Smith. "In addition to speaking with the community about our Service, Laurel initiated contact with five other service providers, who had displays at the Expo, and was able to secure partnerships with Pine Rivers Meals on Wheels.

"These partnerships have opened up new business opportunities and the potential to take up over 140 new clients."

"Establishing these partnerships with other service providers is imperative to the ongoing success of Member Services," said Laurel. "Queensland Meals on Wheels will provide relevant marketing material which can then be passed on to service providers who will market to potential clients."

The Pine Rivers stall at the Expo garnered plenty of attention, with a selection of tempting meals laid out on display. "Visitors were impressed by the quality and quantity of meals that are provided by Pine Rivers Meals on Wheels," said Lisa. "I expect Pine Rivers Meals on Wheels will see a positive flow on effect following the Expo, with hundreds of enquiries made regarding meal services as well as volunteering opportunities."

Pine Rivers Meals on Wheels provided catering at the Dixon Senior's Expo in 2017 and were thrilled to be personally invited back once again by the office of Peter Dutton MP, Member for Dixon.

"Events such as the Senior's Expo represent a great opportunity for us to showcase to the community the type of services we can provide, as well as highlight the talents of our kitchen staff and volunteers," said Wendy.



Pictured: Wendy Smith, Pine Rivers Meals on Wheels Manager, Laurel Wyte, Queensland Meals on Wheels Community and Partner Engagement Officer, invite Denise Cowell to learn more about Meals on Wheels Services



Meals on Wheels Queensland



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