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CEO Report

by Les MacDonald

There has been much talk by government about a couple of issues that it is not clear those in government talking about them, fully comprehend the ramifications of. But they are also matters that are creating some heart-burn to some in the sector that will be effected by them and so I thought I would cover some of them here to assist boards and staff in our services to get some idea of what they are about and where they might take us.

The first, which most of you will be only too well aware of, is the idea that Client Directed Care represents some fundamental new insight into the care of the vulnerable in our community. Like all such one size fits all solutions, it isn’t—a complete solution that is!! It, like many other trends that have passed through our shared lives, it comes with its own specialised language that may, rather than communicating meaning, have simply excluded the uninitiated. “Re-ablement” is a good example of this propensity to surround new trends with wholly new, and unnecessary words.

So what does “client directed care” mean, and does it mean any significant changes for us as we go about meeting the needs of the people we have been serving for sixty plus years. Given that Meals on Wheels arose out of concerns by community members that other members of their community were missing out on adequate nutrition and someone to care about them, it would seem to me that such concern arose out of a sense of genuine care rather than any artificially manufactured sort which might emerge out of a commercial market where the provider is more concerned about their profit than the needs of the person receiving the meal and the care. But over the years government became involved in the equation through their provision of funding that empowered it to then begin to direct how, when and where such services would be provided. Some of this was probably necessary, but a proportion of it wasn’t.

The question that inevitably arises is, have all those rules and processes added to the enjoyment that the person who receives the meal and the care actually experiences? Well the answer to that is that there is no evidence one way or the other that is currently available to suggest that the people receiving those services today are any more content with them than those that were receiving them sixty years ago.

There are a couple of things to be said about that. One is that neither Government, nor we up until recently, ever tried to measure the way in which our services actually changed people’s lives for the better. The other thing to be said is that if we have no evidence that all that government interventions have made any measurable difference to the experience that clients have of the meals on wheels service, have they been unnecessary? The same might be asked about Client Directed Care which seems to mean that we simply change the method of government funding from giving it to the provider to giving it, in some fairly complicated ways, to the carer or meal recipient, so that they can exercise a “choice” about who they get to provide the service to them.

Whilst this sounds impressive and what any reasonable person would want, in practice there are a number of factors that the theory assumes away, just like economic models of the economy never accord with reality because they have assumed it away. For at least some of the clients of meals on wheels who are frail aged the desire to bargain with a wide range of suppliers of meals, many of whom may be fly-by-night commercial operators whose principal interest is short term profit at the expense of the client, has long since been replaced by a desire for simplicity and certainty. But those desires appear to be unconsidered under this model as they will be required to undertake training as to how to take back the decisions they no longer wish to make because someone has decided it is better for them to make these decisions for themselves.

The other alternative being offered is that the client can appoint someone to act on their behalf to make those choices, whether that be a case manager or a broker. Just how that improves their position when the appointed person makes the choices is yet to be demonstrated. Just as likely might be the possibility that the broker or case manager may make those decisions in their own interests rather than those of the client.

The theory also assumes that there always will be a “choice”, but a choice of what? If it is the meal itself then just like for an able bodied person the “choice” is limited by what can and will be supplied for the price that is being paid and the location of the client.

There are realistic ways to increase the choice of the meal, but it is not through duplicating providers as the economics of meals supply and distribution act as severe limiters of what each supplier can provide.

Meals on Wheels arose out of concerns by community members

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There are realistic ways to increase the choice of the meal, but it is not through duplicating providers as the economics of meals supply and distribution act as severe limiters of what each supplier can provide.
The distribution centres that are being set up around the state are a realistic way of dealing with choice of meals, rather than the notion of duplicating meals on wheels services in individual towns which leads to community conflict, diminishing efficiency and no real increase in choice of meal.

So what does all of this mean? There is nothing at all wrong with the idea of “client directed care” where it is appropriate to the situation, gives real choice and does not impose decision making burdens on people unwilling, or unable, to make such choices. In other words it is fine as a part of a suite of models that deal with the real needs of all clients, not just the minority who are more than capable of making client directed care work well for them.

What does this mean for all of us? It means that the new approach will have to be worked out in practice and lots of lessons learned along the way.

Does government currently have all the answers for the manifold issues that will arise as a result of taking up this new approach? The short answer is no!! Will it involve us in working in wholly new ways? The answer to that question is yes and no!

We have spent the last sixty years meeting the needs of frail older Australians and that will not change. There will, on the other hand, be some changes around processes, funding and reporting, but in the end if we concentrate on what we are good at and get even better, changing government policies and enthusiasms will gradually take their place and either be incorporated into the system or will fade away as others take their place.
NSW Meals on Wheels Board - Executive Committee

The Annual General Meeting for the financial year 2013-2014 was held on 25th September at the NSW Meals on Wheels State Conference. The executive committee was appointed at the first Board Meeting for the year 2014-2015 on 20 October 2014.

The following Board were elected in the following key positions:

Peter Scorgie from Tamworth Meals on Wheels was elected President

Colleen Fuller from Gunnedah Meals on Wheels was elected as Vice President

Ron Welsh from Beresfield Community Care was appointed Secretary

Ron Thomsen from Central Coast Meals on Wheels was appointed Treasurer

Peter Scorgie, President of NSW Meals on Wheels said “I have been given the privilege of being elected to lead the NSWMOWA, supported with an experienced Executive. My aim is to fully support all the Meals on Wheels services to expand their service, to their community.”

The NSW MOW Association is the peak body for Meals on Wheels services across the state. We provide information, advice, advocacy, practical tools and other support services and resources to our members. We also organise conferences and training on issues relevant to the sector, undertake research and development projects, and work to promote the profile of Meals on Wheels in the media and with the general public.

Our aim is to build the capacity of a network of self-managed community organisations. We are not a ‘head office’: our Board of Governors is elected by the members and answers to their needs and concerns.

The Association relies on fundraising through raffles, bequests and donations to supplement our government funding and allow us to provide our members with all the support they need.

For more information please contact Les MacDonald, CEO of NSW Meals on Wheels on Ph: 02 8219 4200

Nutrition Award
Congratulations for excellence in community engagement

by Godfrey McCormick

At a recent Vice Chancellor’s Award Ceremony Anne McMahon, Karen Charlton and Karen Walton received the Vice Chancellor’s team award for excellence in community engagement, which encompassed a number of projects conducted over the last 4 years with Illawarra food services and Flagstaff.

These included:
- Identifying and assessing clients’ nutritional status
- Exploring their views, experiences and recommendations
- Assessing reasons why referrals have declined in recent years
- Piloting and testing novel additions to the meal service including a snack pack and fortified mini meals
- Testing the feasibility of performing routine nutritional screening for MOW clients
Our new Board Executive

President Peter Scorgie

Peter Scorgie was elected in 2009 to the NSWMOWA and has 34 years' experience working with Boards, from “hands on” to “decision making and watching the outcome”; is fully aware of the role of management and of the board.

In 1999 he joined Tamworth Meals on Wheels Management Committee, became the Vice President in September 2000, held that position till elected President in October 2007.

Peter has a professional approach to management of an organisation where policies and direction of that service are evolved and implemented. Peter has the time to be an effective member of the Board. Under his direction the management Committee is now at arm’s length with the operation of the service. The Committee formulates policies and direction of the services while the Manager and staff execute those decisions.

Vice President Colleen Fuller

Councillor Colleen Fuller was elected to Gunnedah Shire Council in March 2004 and was elected as Deputy Mayor in 2008/2012.

Cr Fuller was recently honoured with the NSW Local Government Minister’s 2012 Rural & Regional Elected Representative Award. Cr Fuller was appointed in November 2011 as the first female President of the Association of Mining Related Councils.

Cr Fuller’s commitment to the welfare of Gunnedah and its residents is demonstrated by her contribution to Committees such as the Children Crime Commission, Gunnedah Mental Health Suicide Prevention Committee, Chair of Gunnedah Local Health Service, Gunnedah Rural Fire Brigade, President of the Grandparent Committee, Meals on Wheels (Chair), National President of the Miners Support Group Australia and President Far west Branch Gunnedah.

The full profiles of our Board Executive and Committee Members are available on our website.
Treasurer Ron Thomsen

Ron has over 40 years executive management experience in the banking sector with local and international banks. During his working career Ron was a corporate/project financier and corporate adviser.

Ron held executive management roles with Westpac Banking Corporation.

Since retiring at a relatively early age in 2003, Ron has held a variety of volunteer roles, including a number of directorships of Not-for-Profit organisations, mainly in the Aged and Disability sectors, on the Central Coast, NSW.

Ron lists his key strengths as:

- Extensive corporate/project finance background.
- Experienced in high level negotiations including with State and Federal governments.
- Broad executive management expertise.
- Strong planning/organisational skills.
- Goal oriented and committed.
- Trained and experienced in corporate governance.

Secretary Ron Welsh

I have been involved with Meals on Wheels since 1995 through my role as a Service manager for 12 years and, following my retirement from work, as a Board member/President and volunteer at Beresfield & District Community Care.

My previous banking career of 35 years gave me a financial and commercial background which I have been able to bring to NSW Meals on Wheels Association and to the local service.

I have been an Association Board member for 17 years and have served in the positions of President, Vice President, Treasurer, Public Officer, Director and delegate / President to Australian Meals on Wheels Association.

I was awarded a Medal on the Order of Australia (OAM) in the 2014 Queen's Birthday honours in recognition of my service to the community through roles in Meals on Wheels. My primary future aims are:

- Work with the Board and association staff to provide pertinent and timely information, support and resources for member services.
- Examine issues of a “bigger picture” nature which effect member services. There are many issues arising in this current funding transition period.
- Contribute to the ongoing effective running of the Association board.
Client feedback - measuring and monitoring the next stage

Some of the messages at the State Conference highlighted the need for us to move our client feedback projects to the next stage....

Messages like...

- You must have the voice of the customer
- Stories are more important than numbers
- Be different, be visible
- Social connection, wellness and autonomy are critical elements of client centred policy
- Be customer focussed
- Outcomes are critical
- Use customer feedback for improvement and innovation
- You are now in a competitive environment
- You must learn how to partner and collaborate

And both the State and Federal Government are hosting conferences and workshops urging the sector to move to ‘Measuring Outcomes’....while they are talking about it

We are already well down the path!!

For those who have participated in the narrative research projects so far, you would be aware that we have collected the experiences of clients, volunteers and staff to demonstrate what ‘More than Just a Meal’ means, and test whether the software SenseMaker would be able to provide the evidence we need about our clients and our service.

While the pilot had some difficulties and challenges (only to be expected), some of the results were very useful for services, as well as for strategy development and lobbying. What is really exciting however, is the development in the software itself, which makes the next stage very exciting for those Meals on Wheels services who wish to participate.

So while others are talking about what should be done – we are ready to do it!!

At the conference, Viv Read from our research partner Complexability asked participants what features they would want .. and these features are included in the new approach below.

The new approach....

There will be standard questions which allow comparison across services
- It is simple, collects client stories, can extend to like organisations (that provide support to clients)
- It moves beyond targets in providing evidence
- It can easily track impact over time
- It will provide information that is useful for grant applications
- It will specifically address areas such as social connection, wellness, enablement
- The data can be collected on ipads, and some of the analysis will also be immediately available for services as well as being able to be aggregated across the network
- Network Support Officers will be trained in analysis and will be able to support services
- It can be administered frequently at low cost
- There is flexibility in data collection and input processes

So when will it happen??

We are currently preparing the project plan and will soon be inviting services to nominate to partner in the development of the new approach.

Training in the software will take place in November

We will need to seek funding to refine the instrument for use in CALD and Aboriginal and Torres Strait islander communities

Any service interested in being part of the early development and application, please contact Gail Carroll.

More Soon!!!!
Antares Food Services
with ACA Antares Community

We have successfully served Meals on Wheels and Food Services since 1994 with our food management software. That's 20 years!

We are moving with the arrow of time, and adopting our new business model. We will support your service provision operation the same way you support your clients.

We already provide the highest standard of support of our software in the industry. Over the past two years, on average, our clients support calls have been answered within one minute by a specialist who knows our product from A to Z and back.

We are aiming to hugely improve the quality of our services by introducing the ACA Antares Community social network.

Our experience is that coming and keeping together is progress.

Working together will always bring success. ACA Antares Community will provide you with:

• Exclusive access for members
• A Tailored Product
• All new software
• Training Options
• Discussion Groups
• Help Desk
• Knowledge Base
• News

For more information go to: www.acalink.net

ANTARES IS A MULTI-SERVICE PLATFORM. If your organisation uses one or more of the 24 types of community projects Antares supports, then Antares can help you! Contact us on:
Central Coast cooking for me and you mens’ group

by Cheryl Smith and Mary Wills

Flexible Food Coordinators

Central Coast Meals on Wheels

The Flexible Food Coordinators for Central Coast Meals on Wheels, Mary Wills and Cheryl Smith, facilitated a four week cooking program which consisted of an all male group in August 2014. This was the first male cooking classes held for Flexible Food on the Central Coast.

The group had the opportunity to discuss the nutritional value of the foods being prepared and the importance of healthy eating specific to their age group. A couple of members of this group were unaware of the importance of hydration and the health issues relating to this, which led to further discussions. Another member of the group was unsure how to prepare quick and easy dishes like scrambled eggs. It was decided by the group to have an egg cookery session the following week.

We demonstrated how to prepare scrambled eggs which led to further discussions on protein rich foods. Armed with confidence in his new found knowledge and skills, one of the participants purchased eggs and also tinned baked beans.

The kitchen was lively and buzzing with enthusiasm with all the participants enjoying chopping, mixing, peeling and a lot of laughter. The men were kind and generous and helped each other in the kitchen.

The group thoroughly enjoyed the four weeks and formed many friendships. The participants were individually asked how they felt about the four weeks and their experiences from the cooking program. They all agreed they gained useful nutritional knowledge from the program and the camaraderie which came out of it as well. They were very sorry to see the four weeks come to an end as they had all looked forward to Fridays.
Central Coast Meals on Wheels National HESTA Award Nomination

by Mary Wills

Adssi Home Living Australia applied for a nomination in the HESTA aged care awards in the team innovation category for the collaboration between Adssi Home Living Australia and Meals on Wheels Central Coast to present the Cooking for Me and You program.

There were 5 nominees chosen from the hundreds of applicants Australia wide. The five nominees were invited to attend the HESTA aged care awards gala dinner at Hilton on the Park, Melbourne on Tuesday 5th August 2014. It was a great honour to have been chosen in the five finalists, which became more apparent while standing on stage and a background to each finalists community service was given by the MC Wendy Harmer. The difficulties faced by some services due to remote location, client needs and funding were revealed and the innovative solutions found by the various services was quite overwhelming and a great leveller.

The reassurance I took from participating in such an event is, to have continued great pride in what Meals on Wheels Central Coast has achieved and continues to strive for, in the care of our clients. Comfort in the knowledge that we can assist our clients swiftly, as we are well supported by volunteers to carry out the service. It was also an opportunity to network with other community services, discuss possible collaborations and the opportunity to share ideas.

In recognition of being chosen as a finalist, HESTA staff will be hosting a morning tea at Tuggerah (date to be fixed) to thank all of the staff and volunteers of Adssi Home Living Australia and Meals on Wheels Central Coast, involved in the program. HESTA understands that the finalists attending the dinner are representative of a much larger hard working group and wish to offer the recognition to all involved in the program.
2014 Service Innovation Award Winners
Armida/Uralla Meals on Wheels

Armida/Uralla Meals on Wheels sought to move from a hospital site to a community setting for their service.

They conducted extensive consultations, seeking an appropriate partner, before one appeared in the form of a community partnership with the local showgrounds. Months of consultations followed with the local council, Crown Lands, plumbers and electricians, plumbers, various contractors and committee members and volunteers and various contractors. An offer of an entire production kitchen came about through word of mouth thanks to NSW Meals on Wheels Association and Beresfield and District Meals on Wheels. Two working days were held with volunteers and tradespeople involved in January 2014 they employed a chef and a kitchen assistant in May.

Some outcomes were:
- Meal package outputs increased by 211% from February to July 2014.
- Client numbers have almost doubled.
- Volunteers now congregate and have a cuppa before deliveries.
- Delivered bulk catered meals are now being supplied to 3 other service providers and carer groups.
- They are looking to employ a part time health and nutrition adviser.
- More gathering for clients to increase social engagement.
- A partnership with Pathfinders for a paddock to plate project involving at risk youth growing vegetables on a local property.
- Jobs for Australia partnership to have 2 work for the dole volunteers involved in their office and kitchen area.

Walgett Meals on Wheels

Walgett Meals on Wheels identified a gap in service provision to Burren Junction which is a 92 kilometre round trip from Walgett.

Initially they started conversations with the local service station and hotel about their truck deliveries as a possible source of transport. However though this was not an option, the service station did offer to display promotional material for the service and place a freezer in the service station.

A spare freezer was available to be transported from Brewarrina Meals on Wheels. Walgett identified that there was an employee for Walgett Shire Council who travelled daily from Burren Junction who was able to transport the meals once a fortnight or as required. With the promotional material in the service station 2 more clients were able to become clients and there are 3 more interested.

In one recent week 45 meals were delivered and the conduit has been a care worker who collects the meals from the service station and delivers them to clients.

All this has been achieved in less than 2 months and the ongoing aim is to develop a growing service to meet a previous gap in service. They also intend to apply for a government grant to purchase an ‘Engel’ portable fridge/freezer for transportation to outlying towns in the future, to further develop this service.
Fairfield Food Services

Fairfield has produced a DVD entitled “Everything You Need to Know”, aiming to inform the community and potential clients about the services they can provide to frail aged, young people with disabilities and their carers to live independently in their community.

It includes who they are, what food they provide, how the delivery process works, how clients can pay for their meals and what client rights and responsibilities are. The DVD has been uploaded to Youtube and can be uploaded to their web site.

It was a large project including contracting a video company, finalising content and managing the participants and scheduling filming and editing. A funding grant was sourced through the funding body.

The DVD has enabled workers and community members to show the video to their clients and has empowered the community by increasing their knowledge of local services and helped clients and their families to understand the service in a quick, easy and non-threatening format.

Eurobodalla Meals on Wheels

Wallaga Elders Social Club. Eurobodalla Meals on Wheels (lead agency) Red Cross and Kuranya Aged Care decided to act collaboratively and invite the Elders of Wallaga Lake Koori Village for a Yarn-Up.

The decision for a Yarn-Up came about following a whole of services meeting, where problem solving focussed on issues surrounding younger people, families, children, women and men of the Koori Village. At the Yarn-Up the elders stated that they spent a lot of time with younger people and helping their kids but wanted some time to themselves to have fun.

Behind the scenes, the 3 service providers developed an action plan of responsibilities to enable the success of the Wallaga Elders Social Club. Eurobodalla has the responsibility to provide a selection of fresh fruit for morning tea and a nutritious cooked lunch. Merriman’s local Aboriginal Land Council quickly came on board by providing at no charge, the community hall, tea, coffee and milk. Transport and activities are provided for the day and a source of funding was found to fund health related prizes from Eurobodalla Shire Council through their Healthy for Life program.

The Elders health and well-being are positively impacted by eating healthy on club days, laughter through having fun, sharing stories, exercising the brain through activities and winning health related prizes such as nutritious foods.
Industrial issues questions and answers

by Godfrey McCormick

If I am made redundant from my job, is there any redundancy payment?

Under the Fair Work Act, organisations with less than 15 employees (called small businesses) do not have to pay redundancy. However they do have to give a period of paid notice as follows:

Period of continuous service
- Less than a year 1 week
- 1-3 years 2 weeks
- 3-5 years 3 weeks
- Over 5 years 4 weeks

Employees over 45 years old who have worked for the employer for at least two years get an extra week's notice.

Other redundancy entitlements
- Transfer to lower paid duties.
- If an employee is transferred to a lower paid job because of redundancy, they are entitled to either:
  - Receive notice for the transfer, or
  - Be paid out their notice period, if the employer chooses to (the payment should be based in the difference in pay between the employee’s redundant job and their new job).

Employee leaving during the notice period

An employee who has received notice of redundancy can leave the job during their notice period. However they are not entitled to payment for the remaining period of notice they did not work.

Looking for a new job during the notice period

An employee who has received notice of redundancy is allowed at least one paid day per week of notice to look for another job. If the employee has been allowed paid leave for more than one day, they must provide proof of attendance at an interview (e.g. statutory declaration) if the employer requests it.

How much sick leave do we get?

Sick leave has been called personal leave since Modern Awards in 2010 and the old sick leave and carers leave is now called Personal/Carers leave and transferred to the National Employment Standards (NES) which can be found at: www.fairwork.gov.au/nes

Previously there had been different levels of personal (previously sick) leave with individual awards in States and Territories but with the introduction of one modern Award across Australia for a particular industry these were standardised. The allocation of personal/ carers leave is 10 days per annum, pro rata. Interestingly on the old SACS Award there had been a cap on accrual of 5 years but now under the National Employment Standards there is no cap and you can accrue this leave if not used indefinitely.

Another change was that while the old sickness leave in awards generally allowed up to two days without a medical certificate and the necessity for one for more than two days, the new NES do not stipulate anything on this and it is up to an organisation to have its own internal policy on any requirements for a medical certificate, if any for any stated period of time.
What is the definition of bullying and what are the remedies?

A Bullying is defined as “repeated unreasonable behaviour towards a worker or group of workers of which the worker is a member and the behaviour creates a risk to health and safety”

Examples:

• Abusive, insulting or offensive language or comments.
• Unjustified criticisms or complaints.
• Withholding information that is vital for effective work performance.
• Deliberately excluding someone from workplace activities.
• Setting unreasonable timelines or constantly changing deadlines.
• Setting tasks that are unreasonably below or beyond a person’s skill level.
• Denying access to information, supervision, consultation or resources to the detriment of the worker.
• Spreading misinformation or malicious rumours.
• Changing work arrangements such as rosters and leave to deliberately inconvenience a particular worker or workers.

What is not bullying:

• Setting reasonable performance goals, standards and deadlines.
• Rostering and allocating working hours where the requirements are reasonable.
• Transferring a worker for operational reasons.
• Deciding not to select a worker for promotion where a reasonable process is followed.
• Informing a worker about unsatisfactory work performance in an honest, fair and constructive way.
• Informing a worker about inappropriate behaviour in an objective and confidential way.
• Implementing organisational changes or restructuring.
• Taking disciplinary action, including suspension and termination of employment.

Every service should have a clear policy on bullying

Who can you approach about bullying?

Employees have a wide range of jurisdictions in which they can make bullying claims including:

• Common law damages claim.
• Workers’ compensation and/or negligence claim.
• A workplace health and safety complaint.
• An adverse action claim.
• A discrimination complaint.
• Since 1 January 2014, a Fair Work Commission (FWC) stop bullying application can be lodged.

These may be made simultaneously and there is no bar to making repeated bullying allegations to the Fair Work Commission.
Christian Community Aid Eastwood centre partners with Aspect

Aspect Choose & Connect program for adults with autism, is partnering with Meals on Wheels Centres to provide committed, competent volunteers to their meal delivery programs.

Adults from three of Aspect’s adult program centres in NSW – Canterbury, Hurstville and Ryde – are volunteering every week to help Meals on Wheels to deliver quality meals to their clients.

Meals on Wheels (Eastwood) coordinator, Suchi, said: “We’re really thankful to Aspect because it’s a great help for us, and that helps our clients as well. Meals on Wheels totally depends on our volunteers – with Aspect’s help we’re able to extend the areas further than we could otherwise cover.”

“The Aspect volunteers come in at 11am, the meals are ready; we deliver hot meals, chilled meals and frozen meals. Someone from Aspect helps them to select the meals,” explained Suchi. “They’re really helpful. Our clients are happy with all our volunteers – they treat them in the same way as any other volunteer.”

If you’re interested in talking to Aspect about volunteers for your centre, please email Lisa at lwatson@aspect.org.au

Rodney (left) and Michael (right) from Aspect Ryde Day Centre deliver Meals on Wheels to Connie (centre) at her home in Eastwood.
Aspect Relationships and Operations coordinator, Choose & Connect, Lisa Watson said that she is very pleased with the way this relationship, and that with Meals on Wheels (Canterbury) is evolving.

“Our volunteers look forward to their delivery day every week, and the staff and volunteers at Meals on Wheels are clearly pleased with the work we are doing,” she said. “It’s important for the adults we are working with to feel valued and to contribute to society, and the Meals on Wheels clients also feel like they’re helping by welcoming people with disability to their homes.”

Connie is just one of the Meals on Wheels clients that benefits from the program, and welcome visits from the team at Aspect Ryde. “I’m always happy to see these fellows,” she said. “They’re very helpful and bring in my meals and unpack them for me too.”

Autism facts:

- Autism spectrum disorder (ASD) is a lifelong developmental disability
- ASD can be characterised by difficulties in social interaction, impaired communication, restricted and repetitive interests as well as sensory sensitivities
- Autism is the most common developmental disorder in Australian children
- One in 100 people are on the autism spectrum, which equates to approximately 230,000 Australians

There is presently no known cure for ASD however help is possible with early intervention and specialised education.
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**SOFPAK**

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<thead>
<tr>
<th>Container</th>
<th>Holds</th>
<th>Inside measurements In CM</th>
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<tr>
<td>SP005</td>
<td>6 meals + 6 soups/deserts</td>
<td>L 34, W 19, H 26</td>
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<tr>
<td>SP007</td>
<td>12 meals or 30 soups/salads/deserts</td>
<td>L 42, W 27, H 25</td>
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<td>SP009</td>
<td>14 meals</td>
<td>L 39, W 25, H 30</td>
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<td>SP016</td>
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<td>18 meals</td>
<td>L 51, W 24, H 30</td>
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<td>24 meals</td>
<td>L 46, W 38, H 28</td>
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<tr>
<td>SP062</td>
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<td>L 62, W 36, H 33</td>
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**Internal measurements** L28, W20, H16

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Assessment and the Aged Care System

by Godfrey McCormick

The National Aged Care Alliance (NACA) has produced a paper with recommendations on the future path of assessment. The full paper can be viewed on their web site:

www.naca.asn.au/Publications/Assessment

This is a complex issue as States and Territories all do it in different ways and have different methods and tools. It gives definitions:

- Eligibility assessment: Gaining details about eligibility to government services.
- Comprehensive face to face assessment: More complex and often building on information for a plan.
- Support plan: A plan, time limited with goals agreed with the client.

Review: Reviewing goals set and progress

Throughout the whole paper attention is paid to the concept of wellness and the enabling process and Consumer Directed Care. NACA comments that current assessments, by any definition, tend to look at what people cannot do rather than what they can and build on these strengths.

With the Home Care packages, recommendations are for telephone assessment for levels 1 and 2 and possible face to face and for level 3 face to face. The Gateway may be used but even in the event of a telephone assessment by the Gateway, they acknowledge a WHS audit would need to be done before service commences. Other possible agencies are considered with pros and cons including:

- Local Government
- Service providers including GPs
- Medicare Local
- ACATS
- Carer Respite Centres/Care link
- Medicare or Centrelink

When our services are asked about assessments some mention the CIARR. However this is not an assessment tool rather a form with factual information on the client, although some services have added extra pages. More sophisticated tools of assessment include the ONI. All clients need a care plan with agreed goals and a time frame in line with the enabling approach.

For some time the Access Point in the Hunter has been a central point for intake so we can learn from this. Some services have a dedicated Client Liaison or Assessment Officer, indicating the growing importance of client assessment moving away from just ticking boxes based on deficiencies in what clients can do and more to building on strengths, empowering people and helping them make their own choices in line with Consumer Directed Care, for which all packages must comply with by July 2015 and this will influence HACC type services. I recommend you read this report in full.
New England disability forum

by Susie Dunn

I attended the New England Disability Forum in September. This forum was organised by New England HACC Development and included speakers from NDS, Ageing Disability and Homecare, Ability Links and the Jeder Institute.

Dee from the Jeder Institute spoke about the importance of asset based community development and of building on the strengths of communities. She also spoke about providing supports for people with disabilities and program planning (for people with disabilities) within communities. For information about the Jeder Institute, go to:


Ability Links spoke about their role as ‘linkers’ in the NDIS and how this will work in the New England area and across the state. The “linkers” will be based throughout NSW and their role will be to link people with a disability to appropriate services and to connect them with the community. ADHC and NDS spoke about their role in transitioning services and individuals towards the NDIS and how the NDIS trial is working in the Hunter area.
Southern Shoalhaven Meals on Wheels won the community organisation of the year

Manager Julie Howe said they plan to use the $2000 prize to buy new equipment, including a pass-through dishwasher, reducing the injury risk for volunteers. “We were very excited about that”, Ms Howe said. She pointed out the organisation provided a range of services between Sussex Inlet and North Durras including meals delivery, social support, social groups, special interest groups, accompanied outings and home visits.

Morisset and Toronto Meals on Wheels
RSL to the rescue

Recently Morisset & Toronto Meals on Wheels had cause to thank the Southlake RSL for coming to the support of one of our clients. Mr and Mrs Rapkins’ old microwave was struggling to heat up their meals. They were reluctant to go shopping for themselves and would have struggled with the local shopping service. Over the years we have developed a great relationship with our local sub branch and as Mr Rapkins is a member, we approached Des Green, the RSL Advocacy Representative, to see if they could help.

Within 24 hours, Mr and Mrs Rapkins had a brand new microwave, delivered to their house by the RSL and with basic instruction provided.

This was way beyond the clients’ and our expectations - brilliant service by a great organisation.

Our staff member then visited Mr and Mrs Rapkins, worked out a simple operating system and we laminated this for the clients to use.

Many services would have veterans as clients and this brought home to us how important it is to develop solid links within your communities. Southlake RSL has been a great support of our service for many years now and we thank them for stepping in so quickly this time.
JACK AND ARCHIE ON AIR AGAIN!

by Kathryn Dowling

‘Jack and Archie’ - Our Community Service Announcement

Jack and Archie will be appearing again on TV and Cinema at selected locations from Boxing Day through until the end of January. It’s now been a year since Jack and Archie appeared on air and it has been received extremely well by the Services, corporates and the wider community. We need to continue to run the Jack and Archie CSA as this has resulted in increased website visitations, donations, volunteer sign ups and Service enquiries.

The Jack and Archie CSA was created to ensure we have a long term emotional engagement with the public and our donors. The message ensures that not only do we remain relevant but we celebrate ‘life at home’ and how we need to look after our own backyard and local communities. Jack Thompson’s voice and time was also donated and we are so grateful for this. We also wanted to highlight that if it wasn’t for Jack the client - Archie the dog would also not have a home and a great yard to run around in.

The CSA to date has appeared on both Metro and Regional TV and Cinema – we have reached over 1.675 million people with this message and have reached well over 50% of NSW.

State Conference Recap

Thank you to everyone that attended the NSW Meals on Wheels conference in September.

The marketing presentation, as presented by Kathryn on Day 2 highlighted how we are continually raising the profile of Meals on Wheels across NSW and how we have supported the Services. The presentation also included a snapshot of the many more exciting things to come! The Marketing presentation can be found in the Members section of the website under Marketing.

The marketing presentation video, Roar is now on our YouTube channel so you can share this with your volunteers and staff.
**CUPPA FOR A CAUSE AT CHALLENGER**

Our National Corporate partner, Challenger, hosted their Cuppa for a Cause morning tea on National Meals on Wheels Day. We were fortunate enough to be invited to attend the event, where Les MacDonald gave a brief presentation about Meals on Wheels and the relevance of National Meals on Wheels Day and also showed our Jack and Archie CSA.

The morning tea highlighted the great work Meals on Wheels does in local communities to the staff at the Challenger Head Office in Sydney. We were fortunate enough to be able to film at the morning tea, and will be releasing the video later this year on the NSW Meals on Wheels YouTube channel.

Cuppa for a Cause is easy to implement at a local Service level and a great way to fundraise in your local community. We have created the marketing tools and fundraising kit that your local Service can use to host an event, but there is a lot of flexibility in terms of the kind of event you wish to host. Stay tuned for the 2015 Cuppa for a Cause date, so you can include this as part of your Service event plan.

**THE PROJECT - NETWORK TEN SUPPORTED US**

We were fortunate enough to be approached by The Project on Network TEN on National Meals on Wheels Day. They ran a fantastic story on the great work Meals on Wheels does in local communities around Australia - our 61st National Meals on Wheels Day!

Thank you to Blacktown Meals on Wheels for coordinating the lovely client Edith and volunteer Liz for a live cross during the segment. Footage from videos on our YouTube channel from Central Coast Meals on Wheels, The Hills Shire Council - The Hills Home and Community Care, Morisset & Toronto Meals on Wheels and Lane Cove Meals on Wheels are also featured in the segment. Thank you to everyone involved in making this a success.
New look Members section - launching soon!

With the main aim to make things easier for accessing information for Services, there will be only one entry point for sign in to the Members section on the Meals on Wheels website - www.nswmealsonwheels.org.au.

We are here to help! - Accessing the Members section

Please note if you are having any difficulties accessing your Members area then simply reset your password and a new one will be sent to you via email. If the problem persists simply call either Rezwan or Nancy and they will sort out the issue for you.

Friends of Meals on Wheels

Also, if you have already signed up to be a Friend of MOW you no longer have to enter in your user name and password to gain access to past newsletters and information. In order to make things easier, we have made the process a lot more simpler and with new Friends they only have to provide their email address to become a Friend of MOW. We will have more details on Friends of Meals on Wheels in the coming months, so please look out for your Marketing Updates. Current and past Marketing updates can be accessed from the Members section.

WE HAVE A NEW RAFFLE FUNDRAISING PARTNER - 1300 695 312

Our Raffle operator is now based in Sydney - Insight. They also look after a number of other well known NGO’s

• We will be running only three raffles in this financial year. The next draw date 13th February 2015
• If anyone needs to verify the number it’s 1300 695 312
• The draw results from Raffle 25 on the 29th October can be viewed on the website under www.nswmealsonwheels.org.au/donate
We’re all living longer these days, but markets are uncertain and the cost of living is rising.

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Invest and receive a guaranteed, monthly income for the rest of your life, which can keep pace with inflation, and may be tax-free if you’re over 60.

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# WHAT’S TRENDING ON SOCIAL MEDIA

by Claudia Odello

Social media has become an integral part of the overall integrated Marketing approach and is an great way to promote your local Service. It provides many benefits that are not available through traditional marketing mediums, as is the perfect way to engage in two-way conversation with supporters as well as attract new supporters.

By sharing stories and photos, networking with other like minded organisations and spreading the word about the great work Meals on Wheels does in the local community you are making an emotional connection with followers.

Although there are several Social Media platforms available, our focus at NSW Meals on Wheels is the use of Facebook, Twitter and YouTube. We also have a smaller presence on other Social Media platforms and we tailor our content to be relevant to each platform. Times are changing and we need to remain relevant with our communications - so we regularly review the Social Media platforms we use to keep up to date with trends.

The Meals on Wheels NSW Facebook page has an audience of over 5500 followers who engage frequently with us. We post on average 3 times per week. Take a look at some highlights from the Meals on Wheels NSW Facebook page.

## CONNECT WITH US ON SOCIAL MEDIA

- Like us on Facebook: www.facebook.com/mealsonwheelsnsw
- Follow us on Twitter: www.twitter.com/mownsw
- Subscribe to our YouTube channel: www.youtube.com/mownsw
WOULD YOU LIKE A FACEBOOK PAGE CREATED?

We are also here to help with your Service Facebook pages and have created pages for a number of Services Facebook pages this year. If your Service is yet to take up this opportunity and it is of interest, please email claudiao@nswmealsonwheels.org.au.

We have produced over 20 Facebook pages for Services this year, and this is continually growing.

Featured are two example Facebook page created for Meals on Wheels Bathurst and Hurstville Community Food Services.

FROM THE SERVICES - WATCH NOW ON YOUTUBE

We now have a series of videos on our YouTube channel filmed by our volunteer videographer, Andrew Langcake from Dynamite Films. The videos highlight some of the great initiatives and activities that take place at Meals on Wheels Services from around the State. More than 20 Videos have been filmed to date, and there are many more to come.

You can view these in the ‘more than just a meal’ playlist. We are releasing several videos per month on Social Media and adding them to our YouTube channel playlist, so keep an eye out for upcoming releases.

If you would like to take advantage of having a video filmed at your Service free of charge please email claudiao@nswmealsonwheels.org.au for additional information.

Please note – there are some limitations in distances our volunteer can travel to film (within 1-1.5 hour travel time from Sydney), and also a waiting period for filming to be completed. When we have travelled some distance is has mainly been due to a corporate partnership.

DOES YOUR SERVICE HAVE A VIDEO TO SHARE?

Has your Service put together any videos that highlight a day in the life at a Meals on Wheels Service in the past? If you would like to share any videos your Service may have with the general public, please send them through to us and we will include them on our YouTube channel.
Kia Motors Australia proudly offers hard working NSW Meals on Wheels Volunteers and Staff the opportunity to own a new Kia at a special subsidised price!

Please contact your local Kia Motors Australia dealership and mention you are a NSW Meals on Wheels Volunteer or Staff to receive special pricing.

Offers available to Volunteers or Staff who have been associated with NSW Meals on Wheels for more than 12 months.

Terms and conditions apply.
Peter Scorgie named in semis

The Northern Daily LEADER. Wednesday, September 3, 2014

Tireless Tamworth community worker Peter Scorgie has been named as a semi-finalist in the upcoming NSW/ACT Regional Achievement and Community Awards.

Mr Scorgie is contesting the Elite Coatings Regional Service Awards Category after many years of involvement Meals on Wheels and Lions. He’s President of Tamworth Meals on Wheels, is a President with the NSW Meals on Wheels Association and was Lions club member for 32 years before his retirement in 2010.

Mr Scorgie has also served the community as Justice of Peace for the last 30 years. An awards spokesman said as president of the local Meals on Wheels branch, he had turned around the service to ensure the best outcomes for the community and assisted the organisation to raise more than $2 million to fund a new headquarters for the group on Goonoo Goonoo Road. “Peter hopes to continue to make the Tamworth Meals on Wheels accessible to all members of the community for years to come”, she said.

The semi-finalists will now be reviewed and the three category finalists announced after the official judging on Thursday, September 18. All the winners will be announced at a gala presentation in Wagga Wagga on November 1.

National Meals on Wheels Day

Lockhart & District Community Services Inc celebrated National Meals on Wheels Day on 27th August. The clients received a Place Mat & a Meals on Wheels Tea Towel.

We would like to take the opportunity to thank our Volunteers that give up their valuable time to deliver the meals. This is a great service for the community.
Tweed Valley Banana Festival.

This year the entrant in the Queen contest who was sponsored by the Murwillumbah Lions Club, Candace Lee, chose to raise money to support Murwillumbah Meals on Wheels Service.

Theme for this the 59th year was Dance, Dance, Dance and Candace chose Madagascar as the theme for her float in the Banana Festival Parade.

Candace raised money by holding Bake Sales, a Garage sale. A lucky number draw was held for a crocheted rug donated by one of our Meals on Wheels clients and raffle tickets were sold in a Shop till you Drop prize from The Good Guys at nearby South Tweed Heads.

Candace raised $1070.65 for our Meals on Wheels Service. It was the first time we have been chosen as a local charity by one of the entrants. The experience was wonderful and raised the profile of the service in our local area.

Since the Banana Festival, the Year 12 class of 2014 from Wollumbin High School has also made a donation to Meals on Wheels of $200.00. The outgoing Year 12 form does some fund raising to help with costs of their formal and to be able to make a donation to the School and a local service that helps people in the local community. I was privileged to attend their last school assembly where a cheque was presented by one of the students.
Home Care Packages

by Godfrey McCormick

The following are some points from the recently issued: Home Care Packages Programme Guidelines, July 2014

To be eligible for a Home Care package a person must have been assessed so by an ACAT team member.

The objectives of the Home Care Packages Programme are to assist people to remain living at home and to enable consumers to have choice and flexibility in the way that the consumer’s aged care and support is provided at home.

There are 4 levels of Home Care packages-

- Level 1 – a package to support people with basic care needs. Annual amount $7,822
- Level 2 – a package to support people with low level care needs. Annual amount $14,231
- Level 3 – a package to support people with intermediate care needs. Annual amount $39,291
- Level 4 – a package to support people with high care needs. Annual amount $47,567

The two assessment bands for eligibility are:

- Home Care levels 1 and 2
- Home Care levels 3 and 4

Within each band you can progress to the next level without being reassessed.

There are also supplements:

- Dementia and cognition supplement and Veteran’s supplement
- Oxygen supplement
- Enteral feeding supplement
- Viability supplement
- Top-up supplement
- Hardship supplement

Home Care packages have been developed to assist older Australians to remain in their homes. However there is no minimum age requirement and in some cases younger people with disabilities or younger people with onset dementia may be assessed by the ACAT team as eligible.

- From 1 August all new packages are required to be delivered on a Consumer Directed Care (CDC) basis and from July 2015 all packages must be delivered on this basis. The consumer decides the level of involvement they wish to have in managing their package.

- The Home Care provider will need to determine who has the legal authority to make decisions e.g. the individual consumer, a family member, a guardian or in some cases the person with power of attorney. There should be shared decision making with the consumer wherever possible.

- Contracting service provision to informal carers, family members or friends is not encouraged but it is recognised that, for example in remote parts of Australia this may occur where there is no other workable alternative.

- The Government subsidy for the package is paid to the Home Care provider, not the consumer but the provider must operate with transparency and issue a monthly statement of income and expenditure, including the balance of funds.

- The care plan must be reassessed at least every 12 months.

- When consumers move, the package does not transfer with them, and the consumer would need to be offered a package by a new local provider and possibly go on a waiting list.

- Since 1 July 2014, packages income tested but no consumer can pay more than 17.5% of the full age pension.

Interface with Meals on Wheels

If a client select meals as part of their package, the package pays for the meal and any admin cost. If they select meals in addition to their package or if they have used their budget up, the client pays for the meal and any admin cost.

From: Homecare Package Guidelines (DSS) p.78
Unaccompanied shopping service

To shop or not to shop? What do we do when a Meals on Wheels client asks a staff member or volunteer to “please pop down the store and pick up some milk and bread for me?” How do we respond? What is your service’s policy? A recent food services forum had quite a number of responses, from “We just do it” to “No sorry, we can’t do that” to “Let me refer you to another service”. No one had a definite policy or procedure that allows unaccompanied shopping, particularly if cash handling is involved.

It is a totally different story if you accompany them shopping, but what if Mrs Jones is clearly unwell or unable to get to the shops, has no family or neighbour close by to help, doesn’t have an account at the local store, and can’t order on line or by phone? I know that in many small rural communities the Meals on Wheels volunteer would simply comply with the request, do said shopping after completing the delivery run, return goods and change to the client and never even consider reporting to the coordinator or manager, as that is simply “what good neighbours do.” All well and good until something goes wrong……..

• Mrs Jones clearly remembers handing over a $50 note to the volunteer.
• “Mary did it for me last week, why can’t you?”
• The shopper purchases the wrong sort of bread or wrong size milk and is asked to return to the store to exchange items, or the milk is warm or the bread is squashed.
• Mrs Jones can’t recall who she gave money to but she hasn’t seen them since!
• “Here’s my key card and I have written down my pin number for you”.
• Items appear on Mrs Jones’ store account that she didn’t purchase.
• “Be a darling and grab me a bottle of brandy and a packet of smokes, oh, and a large bag of mixed lollies with that too.”
• Volunteers feel obliged to help, or feel they can’t say ‘no’ as they know of others who do it.

Rumours and accusations whether real or imagined have a way of spreading like wild fire and can negatively impact the good reputation of a Meals on Wheels service, so it is imperative to have robust systems and clear guidelines in place for all to follow. Some risks to consider if offering a shopping service that includes cash handling are:

• The staff member or volunteer is at risk by carrying cash in public.
• Cash could be lost or stolen whilst in the possession of the staff member or volunteer.
• The perception that the client may be taken advantage of by staff or volunteers.
• The perception that the client is distrustful of the staff or volunteers.
• Privacy issues regarding bank account details.
• WHS issues regarding large, bulky or heavy items purchased for the client.

Alternatives to offer could include:

• Internet shopping, which may encompass training for staff, volunteers and clients.
• Phone shopping, popular in smaller towns with various payment options including in-store credit accounts.
• Encouraging the client to use their existing support networks for shopping.
• Referral to home care or other community care agency offering shopping services.

If you do offer an unaccompanied shopping service, some good practices to incorporate could include:

• Have your clients sign a ‘Cash Handling Consent Form’. There is a sample one on our website that you can use and adjust to your needs.
• Use a ‘Cash Handling Receipt Book’. Include one with your delivery runs if volunteers could be handling cash.
• Provide the receipt for goods purchased to the client.
• Use a shopping list, preferably written by the client or assist them to write one.
• Set a cash limit.
Educate EVERYONE.... On policy and procedures, risk management, WHS, volunteer and client rights and responsibilities. In particular, the right of clients to make their own decisions, and the right of volunteers to refuse.

As far as funding and MDS reporting, unaccompanied shopping isn’t Social Support, accompanied shopping comes under this. Other Food Services? Possibly, but for the purpose of MDS reporting it actually comes under Domestic Assistance, so for many services offering unaccompanied shopping, it would be reported in the Output Variation Report (OVR) and would require good record keeping practices.

Depending on your geographical location and availability of other services, an unaccompanied shopping service could fill a huge gap in your area, and is another way Meals on Wheels can be “More Than Just a Meal”.

Information sourced from NSW Family & Community Services – Ageing, Disability & Home Care Draft ‘Shopping & Bill Paying Guidelines 2013’
Keyboard shortcuts

Getting familiar with keyboard shortcuts instead of using your mouse or other pointing device can not only save you time and effort but can also make you more efficient in interacting with your computer. If your work day relies on you to work extensively with Windows, then getting into the habit of using shortcuts is a must, particularly when using a laptop with no mouse or touch screen.

Below is a list of some general shortcuts to get you started. There are many more but these are common ones that are easy to learn.

- F1 = Help menu
- F2 = Rename selected item
- F3 = Search for a file or folder
- Tab = Move forward through the options
- Tab+Shift = Move backward through the options
- Ctrl+X = Cut
- Ctrl+C = Copy
- Ctrl+V = Paste
- Ctrl+Z = Undo
- Ctrl+Y = Redo
- Ctrl+A = Select all
- Ctrl+Esc = Opens the ‘Start’ menu (as does the Windows logo key)
- Ctrl+Shift+Es = Opens the ‘Task Manager’
- Delete = Delete
- Shift+Delete = Permanently delete (without going to the recycle bin)
- = Opens and closes the ‘Start’ menu
- +D = Display your desktop
- +L = Locks your computer
- Backspace = Takes you back to previous window

It may take a while to break the ‘mouse addiction’ so many of us suffer with. Try going ‘cold turkey’ and banishing the mouse. As with all habits it will take time and commitment. You may be surprised by just how much time you save!
Water, fluids and hydration.

by Tim McGovern

Now that the summer season is here it is important to think about the importance of hydration intake.

The importance of water

About 60% of the human body is water. The exact amount of water depends on the amount of fat and muscle that is present. Water is found both inside and outside individual body cells and within the blood vessels and is regulated by a complex system of hormones, sensors, pumps and receptors. Water is needed for many reasons including: blood pressure, cell volume, metabolic reactions, and the removal of waste products.

Water balance

Water is taken into the body each day from what people eat and drink. Losses occur via:

- The kidneys (urine)
- The bowel (faeces)
- The skin (including sweating)
- Respiration (breathing)

What is water?

Many fluids provide water for the body; it is not only water itself that is needed. For people who are underweight, losing weight, at risk of weight loss, or not eating well it is important to provide fluids that also have nutritional benefits. For example, the following fluids provide water:

- Milk, milkshakes, smoothies
- Fruit and vegetable juices
- Cordials, soft drinks
- Soups
- Jelly, ice cream

How much water?

The amount of water a person needs each day is variable and depends on many things including:

- Age, gender, body size
- Amount of physical activity
- Environment – temperature, presence of air conditioning
- Medical conditions

Generally, having six to ten cups (1.5 – 2.5 litres) of fluid each day is suitable. For medical reasons, some people have to limit their fluid intake. This decision is made by a doctor.

The question of tea and coffee

Despite what many people think, tea and coffee can also be important contributors to daily fluid intake. When these drinks are regularly consumed and when consumption is moderate, (i.e. maximum 3-4 cups of coffee or 4-6 cups of tea per day) they provide fluids for the body.

The challenge of fluids

For older people it can be harder to get an adequate fluid intake. Normal changes that occur with ageing all contribute to a reduced sense of thirst and a reduced desire to drink. In addition, many older people have issues with incontinence or frequent overnight toileting and choose to limit their fluid intake.

However this limiting of fluids does not help. A reduced fluid intake means urine is more concentrated (darker in colour) and is an irritant for the bladder. This irritation increases both the desire to go to the toilet and incontinence.

Thickened fluids

To help prevent aspiration (food and fluids going into the lungs) some people need all their liquids to be thickened. Thickened fluids still provide water to the body and should be consumed in the same amounts as unthickened fluids.

Remember: your sense of “thirst” is not a good guide for how much and when you should drink.

(continued over page)
Follow these helpful hints:

- Drink regularly, even if you are not thirsty.
- Make drinking a habit. Drink something at each meal and have 1-2 drinks between meals too.
- Have at least six cups (1.5 litres) of fluid every day.
- If you are uncertain of how much you drink each day, measure it!
- Put a 1.5 – 2 litre jug of water, or other fluids, in the fridge and take drinks from this so you know much you need to drink each day.
- The colour of your urine is a good guide to how much to drink. Urine should be a light yellow colour. If urine is dark or brown then you need to drink more.
- Stopping drinking early in the afternoon or evening does not necessarily mean you will go to the toilet less overnight, however it may mean you are not drinking enough each day.
- If you do not like water – add lemon or lime to give it some flavour.
- Diet soft drinks or diet cordials are a great way to get water with flavour but without the energy or carbohydrates that can be a problem for weight management and blood glucose (sugar) control.
- Remember - drinking water is not the only way you get water! Milk, juice and soup contribute to the water you need each day.
- If you have a poor appetite, are losing weight, or have lost weight without trying to, drinking nourishing fluids like milk, milkshakes, coffee and hot chocolate made on milk, fruit and vegetable juices is recommended to provide nutrition as well as hydration.

Source: Northern Sydney HACC Dietitians

Blue Mountains More than just a meal.

Blue Mountains MOW are very happy to have had graphics and their logo put onto their new bus which is proving wonderful advertising for their service.

The bus is being used for their smaller groups including their monthly Multicultural group and their Healing Through Creativity Group - their mental health creative craft group.

After Christmas it will also be used to take clients to their Katoomba Village Restaurant twice a week - at the moment Community transport are unable to take clients there so this will provide socially isolated people a chance to have lunch out and make community connections.
“THE BEST COMES FROM THE WEST”:
GOURMANIA MEALS FOR NSW M.O.W. SERVICES

- Gourmet Chef Foods Pty Ltd, established in 1986 and also trading as Gourmania, has been selling frozen individual meals Nationally since 1997 --- with a particular focus on M.O.W. Services.

- In NSW alone, our sales have grown very substantially over the past few years. Gourmania now successfully serves a great number of M.O.W. Services in ‘every corner’ of NSW.

- All of our longterm and new clients in NSW get their meals delivered into their respective M.O.W. Services at costs ranging from $ 3.50 - $ 3.90 / meal + GST.

- Gourmania continues to build on its long traditions of integrity and reliability bringing to clients only in-house made quality and trusted products. This has enabled Gourmania to remain exceptionally price competitive at all times with savings fully passed on.

- Our head office and two (2) food factories are located in Malaga, Perth. Gourmania supplies weekly to all corners of the country including anywhere within NSW.

- Gourmania’s core business involves Healthcare, M.O.W. Services, Aged Care and Food Service clients.

- For well over 10 years, Gourmania has been and continues to be HACCP accredited.

- An extensive Menu Plan with no less than 28 individual frozen meals are available. All meals on offer are considered suitable for both normal and diabetic diets.

- As salt consumption levels are a very serious health concern, especially with an elderly customer base, Gourmania is the leading supplier of M.O.W. meals at the most reduced sodium levels. Our meals contain on average about 65 % less sodium than comparable meals with conventional salt.

- Gourmania instead uses natural low iodised salt which is enhanced with an acacia plant compound (pea family). This in turn also has a cholesterol lowering effect.

Bon appetit and enjoy a healthy living!

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Carers are part of the eligibility group for the HACC program. Carers NSW has done a survey of carers and below is a snapshot of the very interesting findings.

- 1,684 carers responded to this survey of which 84% were female and 15% were male and 20% were under 40 years, 52% were 45-64 years and 28% were 65+ years.
- 9 in 10 carers are primary carers, 1 in 4 care for more than 1 person and 1 in 5 are from a culturally and linguistically diverse (CALD) background.
- 48% care for their son or daughter, 31% care for their spouse or partner and 21% care for their parents. 7 in 10 care recipients live with their carer and 1 in 4 care recipients require 70+ hours of care per week. 31% of carers have university qualifications, 36% have TAFE qualifications and 31% have completed high school or lower.
- 43% of carers are employed. 34% would like to work less but cannot afford to, 28% want to work more but cannot because of caring, 23% are happy with how much they work and 76% feel supported by their workplace to balance work and care. 1 in 2 unemployed carers stopped work because of caring.
- 1 in 3 carers have a long term illness/disability—they experience lower wellbeing, less service access and less social support. 37% of carers report high/very high levels of psychological distress. Twice as many carers agree that caring is positive than disagree. 4 in 5 carers report below average wellbeing.
- 64% of carers are satisfied with their relationships with family/friends. 56% are satisfied with services received by care recipients. 55% are usually/always included by services. 62% benefit from care recipients receiving services. 64% provide some form of assistance to service providers.

At Mychef we produce quality meals made from fresh ingredients without using packet mixes or pre-prepared products. This ensures your clients will get the very best nutrition without the added artificial flavourings & preservatives.

Our range includes:
- A choice of 45 main meals with fresh vegetables and real potato.
- Hearty Soups.
- Snack meals.
- Home made desserts
- Centre based meal dishes 1 & 2 kg (heat & serve)

Making real food for real people.
MYCHEF cuisine 107 Hammond Ave Wagga Wagga NSW
Phone 02 697 10639 or View us on line. www.mychefcuisine.com
Gunnedah Meals on Wheels

Mrs Joyce McAndrew, one of the long standing members has retired after 45 years of volunteering with Gunnedah MOW. She is pictured receiving a bouquet of flowers and a Certificate of Appreciation with the Honourable Barnaby Joyce Federal MP for New England. The certificate was presented during a morning tea held for National Meals on Wheels Day.

Also retiring was Mrs McAndrew and her “support crew” for the past 26 years, Ms McAndrew’s sister and her husband, Shirley and Alan George. The photo was taken at the beginning of their last run.

We thank them for all the years they have volunteered and wish them well in the future.
The NDIS one year in, experience of carers in Hunter trail site

From: A Carer NSW issues paper  
by Godfrey McCormick

Carers NSW has been closely following the rollout of the NDIS in the trial site in the Hunter in order to identify any issues emerging for carers.

Benefits for carers in NSW
Carers NSW support the introduction of the NDIS in NSW and acknowledge that it is already changing the lives of many people with disability and their carers for the better. Benefits include:

• Significant improvements in the amount, quality, value and flexibility of support received by the NDIS participant since entering the scheme
• The flow on benefits for carers, including the ability to return to work, reduced stress and less financial pressure
• Some funded supports directly supporting the caring role, including domestic assistance, respite and family therapy
• Positive working relationships with NDIS planners

Challenges for carers in NSW

• Understanding the NDIS
• Limited and inconsistent information
• Unclear language
• Uncertainty about the Scheme rollout at national level
• Inadequate communication with carers and what to expect

Carer recognition and assessment
Treatment of carers by NDIS planners has varied and some carers feel their perspectives has not been adequately taken into account.

A separate conversation between the planner and the carer is only a possibility, not a formal entitlement for carers.

Preparing and implementing the plan
Not all carers are able to access these opportunities, and many carers still feel unprepared when they attend planning sessions.

Many carers feel that the NDIS has created more work for them, leaving them overwhelmed.

Many carers are finding NDIS plans difficult to read, understand and implement.
Difficult Conversations
How to prepare for the conversation

Preparing to have a difficult conversation means looking at the purpose for having the conversation; what you hope to accomplish and what the ideal outcome would be.

You may think you have good intentions, like educating an employee/volunteer only to notice that your language is excessively critical or condescending. You think you want to support, but you end up punishing. Some purposes are more useful than others. Work on yourself so that you enter the conversation with a supportive purpose.

1. Are you making any assumptions about this person's intentions? You may feel intimidated, belittled, ignored, disrespected, or marginalised, but be cautious about assuming that that was their intention. Impact does not necessarily equal intent.

2. What “buttons” of yours are being pushed? Are you more emotional than the situation warrants? What personal history is being triggered? Go into the conversation knowing that some of the heightened emotional state may be to do with you.

3. How is your attitude toward the conversation influencing your perception of it? If you think this is going to be extremely difficult, it probably will be. If you truly believe that whatever happens, some good will come of it, that will likely be the case. Try to adjust your attitude for maximum effectiveness.

4. Who is the opponent? What might they be thinking about this If so, how do you think they perceive it? What are their needs and fears? What solution do you think they would suggest? Begin to reframe the opponent as a partner.

5. What are your needs and fears? Are there any common concerns? Could there be?

6. How have you contributed to the problem? How have they? How do they see the situation? Are they aware of the problem?

4 Steps to a Successful Outcome
The majority of the work in any conflict conversation is work you do on yourself. No matter how well the conversation begins, you’ll need to stay in charge of yourself, your purpose and your emotional energy.

Consciously work on staying calm and centred, and continue to notice when you become off-centre – and consciously choose to return to centre again by choosing the calm, centred state, you’ll help your opponent/partner to be more centred, too.

Step 1: Inquiry
Cultivate an attitude of discovery and curiosity. Take the position that you don’t know anything, and try to learn as much as possible about your opponent/partner and their point of view. Body language and listening intently to unspoken nuances is critical. Do that here. What do they really want? What are they not saying?

Let them talk until they’re finished. Don’t interrupt except to acknowledge. Whatever you hear, don’t take it personally. It’s not really about you. Try to learn as much as you can in this phase of the conversation. You’ll get your turn, but don’t rush it.

Step 2: Acknowledgment
Acknowledgment means to show that you’ve heard and understood. Try to understand them so well you can make their argument for them.

Then explain back to them what you think they’re really going for. Honour their hopes and their position. They won’t change unless they see that you see where they stand. Then they might although there are no guarantees.

Acknowledge whatever you can, including your own defensiveness if it comes up. You can decide later how to address it.

For example, “I notice I’m becoming defensive, and I think it’s because your voice just got louder and sounded angry. I just want to talk about this topic. I’m not trying to persuade you in either direction.”

This acknowledgment can help you and the other person to re-centre.

Acknowledgment can be difficult if we associate it with agreement. Keep them separate. You saying, “This sounds really important to you,” doesn’t mean you are going to go along with their decision.

Step 3: Advocacy
When you sense that they’ve expressed all their energy on the topic, it’s your turn. What can you see from your perspective that they’ve missed? Help clarify your position without minimising theirs.

For example: “From what you’ve told me, I can see how you came to the conclusion that I’m not a team player. And I think I am. When I introduce problems with a project, I’m thinking about its long-term success. I don’t mean to be a critic, though perhaps I sound like one. Maybe we can talk about how to address these issues so that my intention is clear.”
Step 4: Problem-Solving
Now you’re ready to begin building solutions. Brainstorming is useful and continued inquiry. Ask your opponent/partner what they think would work. Whatever they say, find something that you like and build on it.

If the conversation becomes adversarial, go back to inquiry. Asking for the other’s point of view usually creates safety, and they’ll be more willing to engage.

If you’ve been successful in centring, adjusting your attitude, and in engaging with inquiry and useful purpose, building sustainable solutions will be more achievable.

Practice
The art of conversation is like any art – with continued practice you acquire skill and ease.

You, too, can create better working and family relationships, ease communication problems and improve the quality of your work and home environment.

In Summary
1. A successful outcome will depend on two things: how you are and what you say. How you are (centred, supportive, curious, problem-solving) will greatly influence what you say.

2. Acknowledge emotional energy – yours and theirs – and direct it towards a useful purpose.

3. Know and return to your purpose at difficult moments.

4. Don’t take verbal attacks personally. Help your opponent/partner come back to centre.

5. Don’t assume they can see things from your point of view.

6. Practice the conversation with a friend before holding the real one.

7. Mentally practice the conversation. See various possibilities and visualise yourself handling them with ease. Envision the outcome you’re hoping for.

Source: Judy Ringer

Scones, chat the meal deal
The Armidale Express, Wednesday, August 27, 2014

Meals on Wheels is more than just a hot meal, it gives people such as Jim and Marj Dawson, pictured, help to stay independent for longer and the chance for a daily chat with volunteers such a Edward Yeoman.

The couple are two of the 100 or so clients who receive meals from the Armidal-Uralla Meals on Wheels, which has been operating since 1966.

Today is National Meals on Wheels Day, in recognition of the 78,700 volunteers at more than 740 branches across the country.

To help celebrate, Armidale and Uralla clients, as well as the more than 200 volunteers, they will receive a complimentary scone for their afternoon tea, baked by chef Tyrone Bourke.
10 misunderstood road rules in NSW
Tips for volunteer driver information
by Godfrey McCormick

1. Roundabouts
   - Approaching a roundabout, drivers must use their indicator if they intend to turn left or right, or make a U-turn at the roundabout. They must give other road users sufficient notice of their intent to turn.
   - Entering roundabout drivers must slow or stop to give way to any vehicle already in the roundabout. Drivers must also continue to use their indicator if they intend to turn left, right or make a U-turn.
   - Turning left drivers must indicate left on approach and be travelling in the left hand lane (unless there are road markings with other instructions), stay in the left lane and exit in the left lane.
   - Going straight ahead there is no requirement to signal when approaching the roundabout, if they are going straight ahead. Drivers may approach the roundabout from either the left or right lane (unless there are road markings with other instructions).
   - Turning right drivers must indicate right on approach and be travelling in the right hand lane (unless there are road markings with other instructions).
   - Making a U-turn. When using a roundabout to make a U-turn, drivers must approach in the right lane and signal right.
   - Changing lane in a roundabout. Drivers may change lanes in a roundabout if they wish. The usual road rules for changing lanes apply. Drivers must use their indicator and give way to any vehicle in the lane they are entering.
   - Exiting a roundabout. Just like exiting any road, drivers must signal left when leaving a roundabout, if it is practical to do so, and stop indicating as soon as they have exited the roundabout. When travelling straight ahead on a small single lane roundabout, it may be practical to indicate left when exiting.

2. Giving way to pedestrians when turning
If a driver is turning left or right at an intersection, the driver must give way to any pedestrian crossing the road the driver is entering. This applies to roads with or without traffic lights.

3. Mobile phones
A mobile phone may only be used while driving:
   - If it is secured in a commercially manufactured and designed mounting which is fixed to the vehicle and does not obscure the driver's view of the road, or
   - It can be operated by the driver without touching any part of the phone, for example through the use of Bluetooth technology or voice activation.
   - Rest on the driver's leg, between the shoulder and the ear, or any other part of the driver's body.
   - Be used for text messaging, video messaging, emailing or similar, or
   - Be held in the driver's hand other than to pass it to a passenger.

Drivers can only use a hand-held mobile phone if their vehicle is parked in an authorised parking spot. They cannot use a hand-held mobile phone while stopping at traffic lights. Drivers may use the navigational or GPS function and audio functions of a phone while driving, provided the phone is secured in a fixed mounting. Learner and P1 drivers are not permitted to use any function of a phone while operating a vehicle.

4. Merging
Merging when the number of lanes is reduced.
When a driver is travelling along a road without lane markings and the number of lanes or lines of traffic is reduced, they must merge by giving way to any vehicle that is ahead of them. This is often called a zipper merge.

Changing lanes when a marked lane ends
When a driver is travelling in a marked lane which is ending and is required to cross a broken painted line to enter the adjacent lane, the driver must give way to the traffic travelling in the lane being entered.
5. Keeping left
On multi-lane roads with a speed limit of more than 80 km/h, motorists must drive on the left hand lane unless they are:
• Overtaking.
• Turning right or making a U-turn.
• Avoiding an obstacle.
• Driving in congested traffic.
• Driving in a special purpose lane or if there is Left Lane Must Turn Left or a left traffic arrow and the driver is not turning left.
• If a Keep Left unless Overtaking is displayed, the requirement applies regardless of the speed limit.

6. Using headlights and fog lights
A driver must not use their headlights on high beam if travelling -
• Less than 200m behind a vehicle travelling in the same direction.
• Less than 200m from an oncoming vehicle.
It is an offence to flash the vehicle's headlights unless the vehicle is being used to respond to an emergency.

Must not dazzle
A driver must not use any light fitted to their vehicle that may dazzle another road user.

Fog lights
A driver is only permitted to use fog lights if driving in fog, mist or other atmospheric condition that restricts visibility.

Spot lights
A driver may only use a spot or search light if:
• The vehicle is stationary and the light is being used for making adjustments or repairs to a vehicle. The light must not be projected more than 6 metres.
• The light is used temporarily to read a house number or notice board.

Lights
When driving at night or in conditions where there is insufficient daylight to render a person dressed in dark clothing discernible at a distance of 100m, a driver's vehicle must have clearly visible:
• Headlights
• Tail lights
• Number plate lights
• Clearance lights and side marker lights if they are fitted to the vehicle.
It is recommended that in some daytime situations driving with the vehicle's headlights on can improve the likelihood of being seen by other road users.

7. U-turns
When making a U-turn a driver must:
• Have a clear view of any approaching traffic.
• Be able to make the turn without disproportionately obstructing the free movement of traffic.
• Give way to all vehicles and pedestrians.
• Drivers are not allowed to make a U-turn:
• At an intersection without traffic lights, where a 'no U-turn sign' is displayed.
• At a break in a driving strip where a ‘no U-turn sign’ is displayed.
• Across any of the following:
  - A single continuous dividing line.
  - A single continuous dividing line to the left of a broken line.
  - Two parallel continuous dividing lines.

At traffic lights
Drivers are not permitted to make a U-turn at traffic lights unless there is a U-turn permitted sign displayed or a green U-turn traffic light is displayed.

8. Safe following distances
Drivers must keep sufficient distance behind a vehicle travelling in front of them to safely avoid a collision. Safe following distances may vary depending on the conditions, the type of vehicle and the speed at which the vehicle is travelling.
As a general rule, when following a vehicle, the driver should travel 3 seconds behind the vehicle in front to provide sufficient time to avoid a crash. To calculate a 3 second space when following another vehicle, drivers can use the basic time-lapse method technique:
• Drivers should select a mark or object on the left hand side of the road, for example a sign or a power pole.
• As the rear of the vehicle passes the chosen object, the driver counts ‘one thousand, two thousand two, three thousand three’. This should take about three seconds.
• If the driver’s car passes the chosen object before finishing the three second count, then they are travelling too close to the vehicle front. There is not enough crash avoidance space so the driver should slow down and repeat the exercise to ensure the three second gap is achieved.
• In poor conditions such as rain, gravel roads or dim light, it may be necessary to increase the travelling distance to four seconds to increase the crash avoidance space.

9. School zones
A school zone is an area around a school with a speed limit of 40m/h. Between the School Zone and End School Zone signs; drivers must obey the school zone speed limit.

The school zone speed limit applies on NSW gazetted school days and during the times detailed on the school zone sign. School zone hours are normally 8.30 am to 9.30 am and 2.30 pm to 4.00 pm.

Pupil free days fall within the gazetted school days, thus school zones are operating and enforceable.

Details on NSW gazetted school days can be located at: www.boardofstudies.nsw.edu.au/events/vacations.htm

Some non-government schools do not operate on gazetted school days. Motorists should be aware that school zones still operate and are enforceable on these days.

There are a small number of schools with different school zone times—these will be detailed on the school zone sign.

10. Yellow traffic lights
A yellow (amber) traffic light or arrow means stop. A driver approaching traffic lights showing a yellow traffic light must stop if the driver can stop safely before reaching the stop line or traffic lights.

Penalties apply for drivers who fail to stop at a yellow light, unless it is unsafe to do so.
Third Party Verification (TPV) against the NSW Disability Service Standards

by Tim McGovern

As outlined in the ADHC Quality Policy for funded services and on the quality page of the ADHC website service providers receiving only Community Care Support Program (CCSP) funding, the requirement to comply with Community Care Common Standards (CCCS), also known as The Home Care Standards, will continue to apply until 30 June 2015.

Therefore it is not mandatory for CCSP only providers to start the TPV process before 1 July 2015. However, CCSP only providers may wish to start preparing for the ADHC quality TPV process requirements before 1 July 2015 in order to be well positioned in the new disability service system.

ADHC funded non-government CCSP providers will continue to have access to the quality subsidy from 1 July 2015 to support organisations as the ADHC Quality requirements become applicable. Refer to Supports and Resources on the ADHC website for more information about the supports that are available to service providers to implement the quality requirements.

A Pathway to NDIS Quality Framework and Third Party Verification

There are a number of methods to prepare for Third Party Verification. One particular pathway which has met the approval of a number of service providers is outlined below. The following links will give you a clear guide for the process involved in meeting the disability standards and NSW quality Framework and Third Party Verification within your service.

Online Mini Quality assessment tool and Maxi-Quality Pathway

The following links will take you to a registration form. Once this is completed and sent it will be emailed to BNG, the managers of the portal. They will respond and activate your trial site within one business day. You will have access for two weeks. You will receive an expiry warning email close to the expiration date. You are able to trial both tools at the same time however you will need two accounts to do this. Note any data you input will not be saved during a trial.

Quality Assessment Tool:

Quality Management Portal:

This trial pathway will inform you as to the benefits of paying for a one to three year licence should you wish to register. You will find a range of very useful templates around policy, procedure and forms. You can get an idea from it as to whether you want to work with it and then pay 12 months subscription ($693), although you do have options for longer periods.

Access the site through www.ngoservicesonline.com.au this includes a guide on how to use the tool. Email address if you require more information: info@ngoservicesonline.com.au

Example of costs & TPV process

It is possible to complete have a Third Party Verifier company audit your organisation for $3000 plus expenses (travel costs)

By beginning now even if your region is not being transitioned you could complete the process by spending 2-3 hours per week completing the online portal process through –www.ngoservicesonline.com.au

Ask your contracted Verifier to look at the work you have completed using BNG portal www.ngoservicesonline.com.au

Three Ways for people eligible for the NDIS to manage their funds

1. Manage funds Through NDIA Agency with registered providers. Service Providers claim costs through the portal. Recipients pay for the meal from their pension as per usual.

2. Self-Managed funds for those able. This group are able to use people/services not registered on NDIA portal. If not accessing registered providers, the payment rates remain the same as NDIA bench mark pricing. Costs over and above must be covered by the individual at their own expense.

3. A combination of elements of self-management and 3rd party help through a plan management provider

Individuals who become eligible under the NDIS framework but who have not currently been accessing services automatically go into an individualised budget even if their region has not been transitioned. The SP does IPP’s & ADHC administers funds until NDIA transition that region.
My Aged Care web site update
by Godfrey McCormick

Usage
Usage has been low but this is likely to be due to little promotion and promotional activities are now being considered.

Functionality
The following languages will be added
- Spanish
- Maltese
- Vietnamese
- Polish
- Dutch
- Macedonian
- Hungarian
- Hindi
- Korean
- Serbian
- The Home Care Package finder will be added

There will be a delay in adding the assessment and client record functions. Development of the Carer Support Centres has not really progressed but will be advanced in 2014. The Department of Social Services has flagged its intent to add services that are not funded by the Commonwealth Government and has just announced that the web site will list non-government funded services from 1 July 2015.

If you require further information, please phone The NACA Secretariat Aged Care Reform on (03) 9909 7910 or at reform@cota.org.au

Priority issues for Boards identified at the State conference

At the recent State Conference, two sessions were facilitated by Les MacDonald and Viv Read, to identify the current priority issues for Boards so that the Association can develop ways of providing support.

The top four issues, in no particular order were:
1. Living with the level of uncertainty, especially how to plan while not knowing what the government will do.
2. Recruiting and retaining Board members with the appropriate skills and capabilities.
3. Keeping up with information, and staying informed.
4. Partnering and collaboration – skills and advice on how to decide who to partner with, appropriate governance structures, establishing and monitoring partnerships.

As next year there will be Regional Conferences, we are interested in hearing from any Boards
- Whether these are your priority issues, or there are others you would add to the list
- Ideas and suggestions for the Association to consider about how to best support the Boards

Please provide feedback to Gail Carroll gailc@nswmealsonwheels.org.au

By 31st January 2015
Information overload

by Susie Dunn

Information overload is also referred to as ‘infobesity’ or ‘infoxication’ (according to Wikipedia!) and refers to the difficulty a person can have making a decision, due to excessive amount of information available.

It seems that in this current world of constant change, specifically in the aged and disability services sector, the amount of information we are receiving could be identified as ‘excessive’. It is becoming more and more difficult each day to determine what to read, when to get the time to read this information and then finally, to make a decision about how to proceed once we have this information!

You would have noticed that each day, your email inbox is filling up with notifications and emails that all seem to be particularly important, or at least need to be read so that you are kept informed on changes. I have heard many people mumbling that they just cannot keep up with the changes and don’t have time to read everything that comes through each day. No one wants to miss information or to not be informed, but how do you determine what to read in a small timeframe?

In order to work pro-actively (rather than reactively) you really need to be organised and to have good systems in place for managing information and time. Some ‘time management’ suggestions include:

- Utilise your Outlook calendar and plan for the week ahead;
- In the calendar allocate time for reading/research/responding to information;
- Start each day by looking at emails received;
- Look at the portal (DSS and/or ADHC each day and check for new information that may be relevant/important);
- Allocate between 20-30 minutes at least for reading/responding to information each day;
- Reply to emails which need a reply immediately;
- Read those emails/information which you believe require reading (this should include reading any information from your funding body as a priority!);
- File information that requires reading into an email mailbox or in a specific spot if you don’t have time to read;
- If you know you won’t get time to read the emails now or later, ask someone on your committee to be responsible for reading and ‘reporting briefly’ back to you and/or the board;
- Delete those emails which are ‘junk’, ‘spam’ or definitely ‘not useful’;
- Use your Inbox as a task tool and only leave those emails in your inbox which you need to action, delete the rest- as soon as you complete/respond or deal with the issue file and delete;
- Check your emails at certain times each day (i.e. morning, after lunch and before you go home);
- Leave a list of ‘information follow up’ or tasks for the following day;
- Return phone calls early in the morning or at specific times;
- Tidy up your filing system and ensure that you don’t have documents sit on your desk for too long (deal with, read, delegate and file);
- Delegate tasks to staff and/or volunteers;
- Remember, systems can save time and reduce stress!

It is critical that you remain informed on the changes occurring and the requirements of these changes and it is possible to do this, with a certain amount of discipline and good organisation. You need to plan and prepare to meet the tsunami of information that continues to stream in on a daily basis by having good systems and processes which are part of your routine.
Roar - 2014 State conference

Steve Sammartino

Steve spoke about the Super Awesome Micro Project he developed with a young man (Raul) from Romania whom he met via social media. Raul was looking for someone to fund his project idea to ultimately build a motor vehicle out of Lego. Steve spoke about how he funded the project, through crowd funding (or essentially ‘fund raising’). He tweeted that he was looking for people to contribute to the project with the following twitter announcement.

“Anyone interested in investing $500-$1000 in a project which is awesome & a world first tweet me. Need about 20 participants...”

Money was raised and the motor vehicle was built and shipped to Melbourne. The Motor vehicle is the first of its kind and has a motor and actually works! Steve spoke about the possibilities of achieving a dream, how tenaciousness is of benefit and finding the right people to assist.

John Watkins

John Watkins spoke about the dementia epidemic and explained it as is a fatal, progressive, neurological disease of the brain that causes a decline in normal functioning. The many different causes of dementia cause a loss of memory, intellect, rationality, social skills and what would be considered normal emotional reactions.

It is not a normal part of ageing and can happen to anybody, but it is more common after the age of 65 years but younger onset dementia is on the rise.

In 2014 dementia is the third highest cause of death in Australia after heart disease and stroke. By 2030 it will be the number one cause of death in Australia.

The cost of replacing family carers currently providing care with paid carers is estimated at $5.5 billion per annum.

People with dementia have a right to: quality of life, respect, dignity and empathy. 70% of people with dementia live in the community.

A meals on wheels visit supports people with dementia by providing person-centred care; Increases their social inclusion through good communication; reduces the risk of loneliness; Increases the person’s self esteem; reduces the risk of malnutrition.

The early signs of dementia include: progressive and frequent memory loss, confusion, personality change, apathy and withdrawal and loss of ability to do everyday tasks.

When communicating with a person with dementia, talk calmly in a general matter of fact way; Keep sentences short and simple; keep questions oriented to the person. Allow plenty of time for what you have said to be understood and concentrate on what the person can do not what they can’t do.
Nutrition Screening Tool by Sharyn Lawrence

Sharyn Lawrence spoke about the nutritional needs of older people and the requirement for older people to carry a little more ‘padding’ than they may have in the past. She spoke about the fact that having good muscle tone is important and that bigger people often may be ‘malnourished’ as they lack the muscle tone to support their skeletal frame.

Sharyn spoke about the importance of nutrition on health and well-being in general and the impacts of other factors on nutrition. Good screening is critical for proper assessment of nutrition or malnutrition. Sharyn provided an overview of the project they completed with a number of older people. When checklist questions were asked in a ‘standard’ format, different answers were provided to when questions were asked which probed a little further into nutrition. For example, a gentleman who said he ‘hadn’t lost weight’ when asked the first time, when prompted or questioned further, explained how he had been taking his belt in a “couple of notches”. The first questioning he said that he was eating all meals; however when questioned further informally, he was actually eating one meal per day and spreading this meal throughout the day (splitting the meal into three).

A memory stick was provided to all conference attendees, with the screening tool proposed by Sharyn Lawrence. There will be a screening tool utilised in My Aged Care, however the tool that will be used in not finalised yet.

Scott Gooding

Scott spoke about his belief in the Paleo lifestyle and how we had evolved significantly and the diseases have increased significantly over the years. Scott believes that our eating habits have changed, from hunting wild animals and eating firstly what was left (after larger beasts had taken their share) and then the organs, to hunter/gathering and now to eating far too much processed food. He believes in eating meat/fresh fruit/vegetables/nuts and ‘clean eating’.

Scott spoke about the benefits of bone broth and of fermented food (for repairing stomach/gut bacteria imbalances).

Scott asked everyone to identify seeds, nuts, legumes and other items in a plate. Scott answered questions in relation to nutrition and well being.

Ed Hughes. Aged Care Programs NSW / ACT State Office Department of Social Services

Ed bought us up to date with developments including:

- The future Commonwealth Home Support program
- My Aged Care web site
- A New Way of Working

With regard to the future Commonwealth Home Support program, he referred to the discussion paper on this, the National Aged Care Alliance’s (NACCA) involvement and that there were 400 submissions to this paper. He said the program would have a focus of wellness and enablement. Sector development would be put out to tender and more targeted. A new manual for the program was in the pipeline. Ed explained the importance of the My Aged Care web site as an information system and how it would become a referral and assessment system from 1 July 2015.

He also referred to Department of Social Services Grants—A New Way of Working which involves a single, coherent structure, streamlining 18 discretionary grant programs into 7 and simplifying grant programs which will promote greater community input and flexibility to drive local solutions to local problems. Five year funding is also proposed. 

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Major components of a strategic plan
by Tim McGovern

Strategic plans can come in many different shapes and sizes, but they all have the following components. The list below describes each piece of a strategic plan in the order that they’re typically developed.

**Mission statement:** The mission statement is an overarching, timeless expression of your purpose and aspiration, addressing both what you seek to accomplish and the manner in which the organization seeks to accomplish it. It’s a declaration of why you exist as an organization.

**Vision statement:** This short, concise statement of the organization’s future answers the question of what the company will look like in five or more years.

**Values statement or guiding principles:** These statements are enduring, passionate, and distinctive core beliefs. They’re guiding principles that never change and are part of your strategic foundation.

**SWOT:** A SWOT is a summarized view of your current position, specifically your strengths, weaknesses, opportunities, and threats.

**Competitive advantage:** Your competitive advantage includes what you’re best at compared to the competition.

**Long-term strategic objectives:** These long-term strategic focus areas span a three-year (or more) time horizon. They answer the question of what you must focus on to achieve your vision.

**Strategies:** Strategies are the general, umbrella methods you intend to use to reach your vision.

**Short-term goals/priorities/initiatives:** These items convert the strategic objectives into specific performance targets that fall within the one- to two-year time horizon. They state what, when, and who and are measurable.

**Action items/plans:** These specific statements explain how a goal will be accomplished. They’re the areas that move the strategy to operations and are generally executed by teams or individuals within one to two years.

**Scorecard:** You use a scorecard to report the data of your key performance indicators (KPIs) and track your performance against the monthly targets.

**Financial assessment:** Based on historical record and future projections, this assessment helps plan and predict the future, allowing you to gain much better control over your organization’s financial performance.

**Your Strategic Planning Framework**

Strategic planning has a basic overall framework. Not to oversimplify the strategic planning process, but by placing all the parts of a plan into the following three areas, you can clearly see how the pieces of your plan fit together:

**Where are we now?** Review your current strategic position and clarify your mission, vision, and values.

**Where are we going?** Establish your competitive advantage and your vision. Clearly see the direction your organization is headed.

How will we get there? Lay out the road to connect where you are now to where you’re going. Set your strategic objectives, goals, and action items and how you’ll execute your plan.
Tips for Better Strategic Planning

Before you get too far into your strategic planning process, check out the following tips — your quick guide to getting the most out of your strategic planning process:

Pull together a diverse, yet appropriate group of people to make up your planning team. Diversity leads to a better strategy. Bring together a small core team — between six and ten people — of leaders and managers who represent every area of the company.

- Allow time for big-picture, strategic thinking. People tend to try to squeeze strategic planning discussions in between putting out fires and going on much needed vacations. But to create a strategic plan, your team needs time to think big. Do whatever it takes to allow that time for big-picture thinking (including taking your team off-site).

- Get full commitment from key people in your organization. You can’t do it alone. If your team doesn’t buy in to the planning process and the resulting strategic plan, you’re dead in the water. Encourage the key people to interact with your customers about their perception of your future and bring those views to the table.

- Allow for open and free discussion regardless of each person’s position within the organization. (This tip includes you.) Don’t lead the planning sessions. Hire an outside facilitator, someone who doesn’t have any stake in your success, which can free up the conversation. Encourage active participation, but don’t let any one person dominate the session.

- Think about execution before you start. It doesn’t matter how good the plan is if it isn’t executed. Implementation is the phase that turns strategies and plans into actions in order to accomplish strategic objectives and goals. The critical actions move a strategic plan from a document that sits on the shelf to actions that drive business growth.

- Use a facilitator, if your budget allows. Hire a trained professional who has no emotional investment in the outcome of the plan. An impartial third party can concentrate on the process instead of the end result and can ask the tough questions that others may fear to ask.

- Make your plan actionable. To have any chance at implementation, the plan must clearly articulate goals, action steps, responsibilities, accountabilities, and specific deadlines. And everyone must understand the plan and his individual role in it.

- Don’t write your plan in stone. Good strategic plans are fluid, not rigid and unbending. They allow you to adapt to changes in the marketplace. Don’t be afraid to change your plan as necessary.

- Clearly articulate next steps after every session. Before closing the strategic planning session, clearly explain what comes next and who’s responsible for what. When you walk out of the room, everyone must fully understand what he’s responsible for and when to meet deadlines.

- Make strategy a habit, not just a retreat. Review the strategic plan for performance achievement no less than quarterly and as often as monthly or weekly. Focus on accountability for results and have clear and compelling consequences for unapproved missed deadlines.

- Check out examples. Although you can’t borrow someone else’s strategy, you can find inspiration and ideas from the examples of others.

Strategic Planning Pitfalls to Avoid

Strategic planning can yield less than desirable results if you end up in one of the possible planning pitfalls. To prevent that from happening, here’s a list of the most common traps to avoid:

Not having a burning platform: Fundamentally, organizations don’t have to have a strategic plan. But you will run a better operation with one and, a strategic plan is an outstanding management tool. But you and everyone on your team need to agree on why this effort is important. What’s your burning platform that’s causing you to invest in this effort now?

Relying on bad info or no info: A plan is only as good as the information it’s based on. Too often, teams rely on untested assumptions or hunches, erecting their plans on an unsteady foundation.

Ignoring what your planning process reveals: Planning isn’t magic. You can’t always get what you want. The planning process includes research and investigation. Your investigation may yield results that tell you not to go in a certain direction. Don’t ignore that information!
New England visits services on the Mid North Coast

The New England Food network group travelled to the coast this month, to visit other Meals on Wheels services.

This included visiting Grafton, Woolgoolga, Bellingen and Coffs Harbour Meals on Wheels. The visits provided a wonderful opportunity for services to chat together and gain inspiration or ideas about Meals on Wheels service delivery. The New England group were particularly interested in “other food services” and the types of activities being provided under this service type.

Source: Erica Olsen
A performance review or a performance ‘appraisal’ is a discussion and analysis of an employee’s work, responsibilities and job tasks. There are many different ways to complete performance reviews with staff, with different forms and formats (basic templates are available in word ‘templates’ or in GGJ policy forms for those who purchased this manual). Each performance review should consider the following aspects:

- Privacy and confidentiality must be maintained;
- Identification of skills and accomplishments;
- Identification of employee development opportunities;
- Identification of training or education needs;
- Goal setting;
- Clear outline of performance and job expectations;
- Recognition of achievement;
- Documentation of all meetings;
- Evaluation and discussion around goals;
- Constructive feedback;
- Dates set in advance for the performance review meetings and regular meetings scheduled from then on;
- Collaboration, conversations and negotiation (from both parties).

Performance reviews help to increase employee job satisfaction and job performance and enable a formal system for support and discussions between employee’s and their supervisor. Meetings can be completed quarterly, six monthly or annually and should not be the only form of ‘job review’ or discussions. There should be an ongoing dialogue between supervisor’s and staff and any performance concerns discussed at a performance review should not be a ‘surprise’. Disciplinary procedures need to be identified and dealt with immediately, not held off until a performance review, but disciplinary matters may be taken into account at a performance review meeting.

Performance reviews help staff to achieve optimal performance and provide an opportunity for staff to grow and flourish. The process is not meant to be intimidating or scary and provides a summary discussion of performance and job duties along with opportunities for constructive feedback and staff development. People generally want to know how they are going and where they may be able to improve or add more to the workplace, performance reviews enable this to occur in a professional manner.
Willoughby Meals on Wheels 50th Anniversary

by Kathryn Dowling

On Wednesday 12th November Willoughby celebrated the 50th Birthday of Meals on Wheels. The event was attended by 120 guests including Councillors; Wendy Norton, Angelo Rozoz, John Hooper and Judith Rutherford.

Presentations were made by both Councillor Wendy Norton and Kathryn Dowling from NSW Meals on Wheels. The three course luncheon was enjoyed whilst the guests were entertained from the world class Willoughby Symphony. Kathryn Dowling and Tim McGovern from NSW Meals on Wheels presented a plaque acknowledging Willoughby Meals on Wheels wonderful 50 years.

At the conclusion there was the official cutting of the cake by the Meals on Wheels Staff.

Willoughby Meals on Wheels operators in partnership with the Home and Community Care program, the service is vital for the members of the community who are living with a disability or are frail-aged, enabling them to remain in their own homes and maintain their independence.
SAVE THE DATE!

NATIONAL CONFERENCE
ADELAIDE 23 - 25 SEPTEMBER 2015

www.mealsonwheels.org.au