

A message from the President:

Hello All,

And what wonderful news we begin with - a significant funding contribution of \$50,000 provided by State Member for Monaro and Deputy Premier, John Barilaro. This has come after much discussion and lobbying of Mr Barilaro by both Committee members and our manager, Jen, and will allow MoWQ to further build and enhance on the great work we continue to do within our community.

There will be an opportunity for volunteers and those involved with our organisation to submit their input for consideration of the allocation of the funding, and following the upcoming AGM, a special meeting of the Committee will be required in order to implement a working plan in this regard.

Lots more good news as well with other grants and funds received over the last few months and the implementation of new processes and procedures which, with further tweaking and refining, continue to allow us to operate more efficiently and professionally and better provide for our ever-expanding client base. And finally, MoW Queanbeyan has also been one of those to be the recipient of the Monaro Service Award, again from the office of the State Member.

Congratulations to everyone for the hard work and commitment needed to make all this success happen, and I look forward to seeing you at the AGM - and remind everyone of the chance to assist in a more involved way by considering a position on the Committee.

Nichole Overall
President

From the Manager:

As the Calendar year quickly draws to a close I like to take this time to reflect on the year past and how our business has evolved in that time. After a particularly tough year financially it is with great pleasure that we can now celebrate a small increase in funding and some successful sponsorship that we have secured for the business. These successes will see the establishment of some new programs for Volunteers and Clients alike that will help to ease the financial burden on all and attract new Clients to our service.

It is with great pride that I pass onto you all some feedback received from the General Manager of Network Support (Meals on Wheels NSW), Gail Carroll, who proclaimed that the work that Meals on Wheels Queanbeyan is doing in the QPRC region is “nothing short of remarkable”. For far too long our service has been stagnant and ignored in our community and the past 18months has seen a noticeable shift in this perception as partnership with the QPRC and other Community Service organisations lift the persona of MoWQ and gain us much needed community awareness. Our Service is a vital part of the local community. Of course its important to remember that there is a business to run here too. Without the “business” behind our treasured Meals on Wheels service we cannot support our Clients or Volunteers.

Thank you to all those who have supported and encouraged me this year as I attempt to revitalise the MoWQ business and work towards greater community awareness and growth within the QPRC.

Jen Ramirez
Manager



What's New?

- The Royal Commission into the Aged Care Quality Standards interim report has been published with many great insights for our industry. Most important for MoWQ are the revised Aged Care Quality Standards that include the following key points:
 1. Dignity & Choice
 2. Ongoing Assessment
 3. Personal & Clinical Care
 4. Services for Daily Living
 5. Service Environment
 6. Feedback & Complaints
 7. Human Resources
 8. Organisational Governance

For more information regarding the new Standards please go to:

<https://agedcare.health.gov.au/quality/single-set-of-aged-care-quality-standards>

- Following on from the Aged Care Quality Standards, we have revised our Code of Conduct for Employees and Volunteers and we encourage everyone to pick up a copy from the Office to review and sign. It may have been some years since many of you have read through this document so now is a great time to refresh your memory and appreciate the importance of such policies.
We have also established a new Feedback procedure that encourages everyone to put their feedback, comments or complaints in writing for review by the Manager. This system will provide greater consistency of resolution as well as better communication between the Manager and Volunteers.
- Bunnings BBQ Fundraising – Our first Bunnings BBQ fundraiser was on Friday 28th September and was a great success, raising over \$700 for our organisation. We will be holding a second BBQ on Saturday 3rd November to compare the success of a Friday event with a weekend event. It is intended that we will hold at least one of these BBQ's per year in the future to add much-needed funds for promotional and support activities.
- Christmas Carols – We have been approached by Council to host a BBQ fundraiser at their annual Christmas Carols in December. We have decided to do this in partnership with Lions Club Queanbeyan, who will supply the main equipment for the event.

Moving Forward

- Marketing Plan for growth – The Manager has presented the Management Committee with a detailed marketing plan to outline promotional opportunities for the business that aim to grow our service within the QPRC.
- Social Media – The Manager has identified a number of social media opportunities that can increase awareness of our service within the community without the need for expense.
- Website – Still under construction.
- Centrebase – Our Centrebase lunches will now be located at the lovely AXIS Youth Centre building, just opposite Town Park. This location is far more suitable and comfortable for our Clients and a special thanks goes to Terry Campese from the QPRC for his work in securing this location and transplanting our kitchen so seamlessly.



Meals on Wheels Queanbeyan

QUARTERLY NEWSLETTER – Oct 2018

Dates to remember:

- Bunning BBQ Fundraiser
 - Date: Saturday 3rd November
 - Time: 8:00am – 4:00pm
 - Location: Bunnings Fyshwick
 - **Volunteers needed**

- Michelago Spring Fair
 - Date: Sunday 11th November
 - Time: 10:00am – 3:00pm
 - Location: Michelago Oval, Ryrie Street

- Annual General Meeting
 - Date: Thursday 22nd November
 - Time: 10:30am – 11:30am
 - Location: Tigers Club Queanbeyan

- Volunteers Christmas Party
 - Date: Thursday 22nd November
 - Time: 10:30am – 11:30am
 - Location: Tigers Club Queanbeyan

- QPRC Christmas Carols – BBQ Fundraiser
 - Date: Thursday 20th December
 - Time: 5:30pm – 9:00pm
 - Location: Queanbeyan Park
 - **Volunteers needed**

- Christmas Closure
 - Date: 21st Dec – 7th Jan 2019

Thank you for your Service to the Community.