



NEWSLETTER

Meals On Wheels
Association of
Tasmania Inc

"We Care"

Summer 2007

The past, the present, our challenges, and a word from Roy

The Meals on Wheels service in Tasmania started in 1955 and by 1971 there were twelve Meals on Wheels groups operating: Hobart, Glenorchy, Ulverstone, New Norfolk, Smithton, Devonport, Latrobe, Launceston, Beaconsfield, Burnie, Portland/St Helens and Scottsdale. Following a series of visits to the Groups by the then President of the proposed Association's Steering Committee, an Inaugural Meeting to form a Meals on Wheels Association was called for 6th March 1971.

At that meeting Hobart, Glenorchy, Devonport, Ulverstone, Latrobe, Fingal Valley, Deloraine, Longford, Penguin, and Smithton formed the nucleus around which the Meals on Wheels Association of Tasmania grew to its present day membership of thirty two Groups.

The year 2006-2007 saw MOW deliver over 240 000 meals to supported clients in Tasmania.

Issues and Challenges

There are some significant challenges facing MOW Tasmania over the coming 5 years,

- * An ageing volunteer base
- * An ageing Board of Management
- * An increasing and more intensive expectation from funding and regulatory bodies
- * A tighter funding base in real terms
- * An increasing demand for services
- * An increased and varying demand for service options
- * Emerging risk management issues generally for service oriented community organisations and for delivered meals services in particular

Over the past fifty years we have been able to build an enviable reputation of credibility in our communities. It behoves us all, however, to not sit on our laurels but to strive to keep building on the foundations of

those early days. I believe we have good reason to feel proud of our history, satisfied with its present and excited and optimistic about its future challenges.

We all expect the best in nutrition, in quality, in hygiene, in service, and in cooperation and accountability. That is our aim and our challenge and I'm sure that every Meals on Wheels group, be it small or large, will strive to meet that challenge.

Lets never forget that what we do is appreciated and that our contribution makes our community a better place to live. There are a lot of people out there who enjoy a better quality of life, simply because

We Care.

Roy Preece,

President

Meals On Wheels Association



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For the diaries

- Jan 22—Board Mtg
- April 8—Regional NW
- April 22—Board
- May20—Regional NE
- June 6—Regional Sth
- July 22—Board
- Sept 6— AGM/Conf
- Oct 21—Board

National Conference a great success



Over 300 delegates from around Australia attended the National conference in Adelaide in September.
Australian Meals on Wheels Association President Leon

Holmes, noted that those present at the conference represented 750 services around the nation in which 80,000 volunteers and hundreds of paid staff provide meals for some 50,000 clients nationally – about 14 million meals a year. The economic value to the Australian economy generated by our volunteer workforce is in excess of \$250 million per year with the contribution of government being around \$25 million.

AMOWA had several key issues to address, namely increased funding of Services to build capacity to continue to deliver a high quality service; the funding and development of a research program relating to community nutrition; to establish a Secretariat in Canberra. In opening the conference, his Excellency said Meals on Wheels was one of the most significant and successful community-based organisations in Australia, providing friendship,

Contd over





“Meals on Wheels is an organisation of which all Australians can be proud,”

National Conference *contd from Page 1*

care and a generosity of spirit – as well as vital nutrition - to its clients.

“Meals on Wheels is an organisation of which all Australians can be proud,” he said.

State Minister for Ageing Jay Weatherill described Meals on Wheels as “an iconic organisation” that provided a service no government could. He said the hallmarks of Meals on Wheels –

quality of service, kindness, friendliness and a dedication to serving – could not be replicated by a paid service alone.

The conference dinner on Monday evening was a highlight. Whilst there is much diversity in the way Meals on Wheels operates around Australia there is no doubt we are all bound together by care for our clients and commitment to our local

community.

Copies of the presentations are available on the AMOWA web site

www.mealsonwheels.org.au.

The 2009 National Conference will be held in Queensland.

“MOW volunteering across Aust is worth over \$200 million to the economy each year”

The “Big Red Folder”

The long awaited review of the organization's Resources Manual is now completed and the “Big Red Folder” should now be in the eager hands of Groups. Note that the manual is a living resource with updates to be sent out annually. There are sections on policy, history and governance and an extensive resources section of useful forms and procedures, there is also a CD for those technophiles amongst us.

“Volunteers always welcome. Call 6228 4546 or visit us online,”

HACC Standards Audit—the results are in

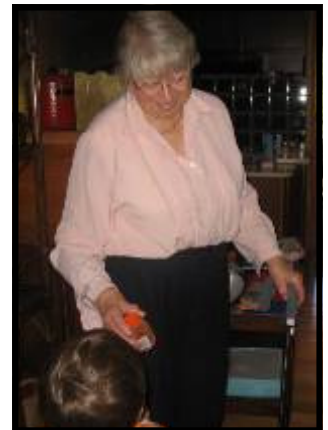
This years audit of the Associations policy and procedures, whilst being a stressful time, resulted in a score of 16.5 out of a possible 20. This was well up on our previous result in 2003 and translates to a rating of Good.

There are still however, some real areas of concern as well as a few niggling procedural matters. The Board is working through some of these as part of its Strategic Planning and Vision development for the organisation. This is important work but it can sometimes be difficult to appreciate it as such on a day to day basis when just getting meals out on time and without mishap is our prime focus. It is however one of the Association's key roles to look further and to try and see the big picture. We need to actively shape our organisation into and for the future. One of the points to come out of the audit is the need for some demographic work on our client base. This is discussed elsewhere in this newsletter.

“1 1/2, now that ain't bad,”



Policy Prompt.
“Privacy and Personal Information.”
Are you up to speed?



Dodges Ferry MOW changes its image

Now who said Meals On Wheels wasn't sexy. Gail and Allan Sheppard's MG, red naturally (aren't they all), regularly turns heads as it delivers meals for the Dodges Ferry Group. Any requests for such a replacement vehicle for other groups Well, only if Edith can drive it first..

\$\$ Budgets \$\$

You should all be working on your budgets, remember these are due by December 20th. Cost of packed meals as a result of the tender process have now been sent to all Groups and the price of meals to recipients for 2008 has been advised (\$6.90). Don't forget all those annoying overheads like phones, petrol allowances, equipment replacement, etc.

Commonwealth Carelink centres

Commonwealth Carelink Centres provide a single point of access for information about, and referral to, community care services. The information provided by Centres makes it easier to find care and support that will assist older Australians, people with disabilities and their carers to continue living independently in their own homes.

Friendly staff are able to provide free and confidential information on available services including household help, personal care, respite care, disability

services, allied health care, transport and meal services. The Centre is also able to provide information on how to contact services and details about eligibility and costs.

The Commonwealth Carelink Centre is also able to provide an information session to your community group or staff regarding the services it provides.

Commonwealth Carelink Centres are particularly valuable in providing information for frail older Australians, people with disabilities, their families and

carers, general practitioners and other health service providers.

You can either visit a Commonwealth Carelink Centre shop front (24 Sunderland Street Moonah) in person or 'phone the freecall number (1800 052 222) to speak directly to someone who lives in their region, with local knowledge about services and how to access them.



“Are you sure it was three, better check the Run Sheet”



Commonwealth Carelink Centres

Your new State Executive Officer

Kerry joined MOW in April this year. He is originally from sunny Qld. “Its been 18 years now” he said, reflecting “in another 12 or so, I’ll be a local.” We asked Kerry about his passions.



“Well, I like people” he said. “I’ve spent most of my working life as an operational manager and HR specialist, mainly in the forest management area, now I would like to give something back. MOW is a great organisation, with many challenges. Its strength is its volunteers” he said. Kerry also enjoys riding and restoring touring and vintage motorcycles, “The sort of machines many of our recipients spent their wilder and misspent youth on”, he said.

Kerry is married to Natalie who manages the Italian Kitchen Meals On Wheels service and Day Centre in North Hobart. They have 2 children, Melissa, 21 and Michael now 18.

A winning smile

Recently a MOW driver was caught speeding. As the gentleman in blue walked up to her window and flipped open his book, she smiled demurely at him and said. “Hi, I guess you are wanting to sell me tickets to the police ball”. “Hmm”, he replied. “Police don’t have balls”. There was an awkward moment of silence while she smiled up at him, eyebrows slightly raised. He then closed his book and without another word, got back in his car and drove off.

Where, when and how many

MOW has always been a reactive organisation in Tasmania and we have always done that extremely well. A need for a meal is shown and it is supplied, usually immediately. While this is a good thing, we must, as an organisation, be able to plan ahead: what will MOW look like in 10 or 20 years time, will there still be people prepared to give so generously of their time, how many people will need our services, where will they be living, what will these people want from our meals and what resources will we need to make it all happen. It is time to start some of this planning now and with that in mind, the Board will over 2008, conduct a fairly major demographic survey and analysis in an attempt to try and answer some of these very questions. The work will be done by honours students at the University of Tasmania’s Sociology Dept and will be supervised by the Association.

2	7	4		9	1	5
		3				
5			7			
6	1			6	3	
					7	9
	8	1				
			2		8	
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Daily Sudoku: Wed 29 Nov 2007 very hard

Stuff for sale

✓ Hot/Cold packs	\$13.00
✓ Caps	\$7.00
✓ Sticky note pads	\$0.90
✓ Greeting cards	\$0.63
✓ Magnetic car signs	\$5.00
✓ Additional resource manuals	\$30.00
✓ Badges (to order)	just ask
✓ Calendars	\$2.80



Age is no barrier to being a MOW volunteer

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Tasmania Inc**

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“We Care”

Visit us at
mealsonwheelstasmania.org.au

Stop Press

Penguin have a printer to give away
Contact Lois on 6437 2662 or
Judy on 6437 2674

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home and community care

A JOINT COMMONWEALTH AND STATE/TERRITORY PROGRAM
PROVIDING FUNDING AND ASSISTANCE FOR AUSTRALIANS IN NEED



**The Meals On Wheels Association of
Tasmania's Board wishes all members of
the Meals On Wheels family a safe and
happy Christmas. Stay well all of you.**

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