

THIS WEEK THE FRIDAY FAST FACTS AND NEWS

BRINGS YOU

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MEALS ON WHEELS SECURES A MAJOR WIN ON NDIS AUDIT CLASSIFICATION

The NDIS Quality and Safeguards Commission has just released its amendments to the NDIS Provider Registration and Practice Standards- 2018 Amendment (2019 Measures No. 1) Rules 2019. This means NDIS providers who are **ONLY** providing low risk support and registered for item 20- Household Tasks and classified as schedule 8 of the Practice Standards, will be assessed with a Verification audit. These amendments come into place on the **1st January 2020**. This is very

good news for QMOW and the membership as we have campaigned for this change and more information is sure to follow.

Also please note the NDIS Provider Toolkit is now on the website and has been condensed into 5 categories, please see the website link:

<https://www.ndis.gov.au/providers>

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NDIS Transition Officer

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WELLNESS AND REABLEMENT REPORT

Guidance on the Wellness and Reablement Report was sent to Services late on Monday 2 December. If you have not seen this guidance material, it can now be found on the Member's area at <https://www.qmow.org/resource-category/compliance-14>

Rachael Speechley

Volunteer Support Officer

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Dear Members

I wish to advise you all Nathan Hammond has resigned from the role of Meals Operations Officer, with his last working day with us being Christmas Eve. Nathan is most likely well known to you all and has been with the company for almost 4 years and with other Meals on Wheels Services prior to joining us. We wish him and his family all the very best for the future.

I have advertised the role and will be looking to make an appointment before the end of January. If you have any specific food safety questions or advice you have been meaning to ask don't hesitate to contact Nathan before he departs. Any questions or support you may need through January please contact me directly.

Kind Regards

Evan

Evan Hill
Chief Executive
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REMINDER - PLAY FOR PURPOSE FUNDRAISING OPPORTUNITY

If your Service would like to get onboard as a CHAMPION and start fundraising, simply do the following:

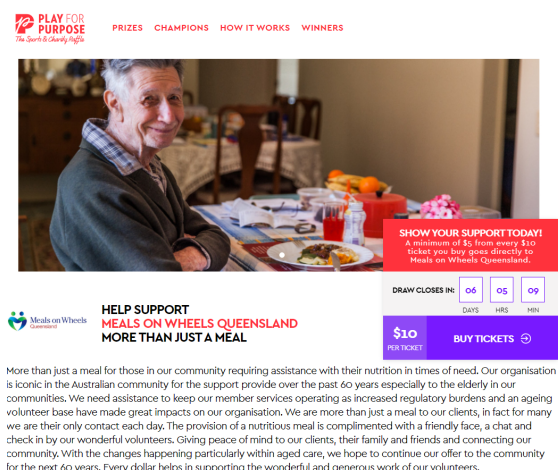
1. Visit the Meals on Wheels Play for Purpose landing page - playforpurpose.com.au/meals-on-wheels-qld
2. Select CHAMPIONS from the menu across the top
3. Scroll to the bottom and click on the purple START FUNDRAISING button
4. Click on the red START APPLICATION button and follow the step-by-step prompts

Once you're set up, \$5 from each ticket sold directly from your own page will be awarded to your Service at the conclusion of the raffle. The back end of the Play for Purpose system registers how many tickets are sold directly through your page, making the reporting process very easy.

At the completion of each raffle, once funds have been received, Queensland Meals on Wheels will remit the funds raised by your own Champions page to you, based on a report we generate from the Play for Purpose dashboard.

The more you share the link (via social media or email), the more raffle tickets you'll sell and the more funds you'll raise.

If you need any assistance, please give us a call.



PLAY FOR PURPOSE
The Share & Share Alike Raffle

PRIZES CHAMPIONS HOW IT WORKS WINNERS

SHOW YOUR SUPPORT TODAY!
A minimum of \$5 from every \$10 ticket you buy goes directly to Meals on Wheels Queensland.

DRAW CLOSES IN: 04 05 09
DAYS HRS MIN

\$10 PER TICKET **BUY TICKETS**

HELP SUPPORT MEALS ON WHEELS QUEENSLAND MORE THAN JUST A MEAL

More than just a meal for those in our community requiring assistance with their nutrition in times of need. Our organisation is iconic in the Australian community for the support provide over the past 60 years especially to the elderly in our communities. We need assistance to keep our member services operating as increased regulatory burdens and an ageing volunteer base have made great impacts on our organisation. We are more than just a meal to our clients, in fact for many we are their only contact each day. The provision of a nutritious meal is complimented with a friendly face, a chat and check in by our wonderful volunteers. Giving peace of mind to our clients, their family and friends and connecting our community. With the changes happening particularly within aged care, we hope to continue our offer to the community for the next 60 years. Every dollar helps in supporting the wonderful and generous work of our volunteers.

Katrina Jermyn
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HUMAN RIGHTS COMMISSION EMPLOYER TOOLKIT



The Human Rights Act commences in its entirety from 1 January 2020. All obligations under the Act to protect and promote human rights will need to be met. The Queensland Human Rights Commission has developed an employer toolkit to assist employers to understand their rights and responsibilities. Please follow the link below to access the toolkit, amongst other valuable resources that may be beneficial to your organisation.

<https://www.qhrc.qld.gov.au/resources/for-employers>

Kath Neilsen

Field Support Officer

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JLT MARSH INSURANCE UPDATE

Hi All

With the Insurance due to expire on 31 December 2019, we have been fielding enquiries from Member Services on what happens next.

Essentially the process for completing the renewal has been prolonged due to late submissions by some Member Services (which impacts all Member Services) as they are combined policies. This means until data from all Member Services is received, JLT Marsh are unable to provide an accurate and complete submission upon which to base the new policies on.

JLT Marsh have assured QMOW that Member Services will definitely be covered for the new policy period as they will ensure cover is in place with effect from 1st January, 2020.

The payment / credit terms is 14 days, so that enables Members Services in early January to check all documents for accuracy and allow payment of Insurance by the 15th of January 2020. During that time you can be rest assured you will still be covered.

By means of update for you on the renewal, unfortunately it is not such a good news story in regard to insurance premiums, due in part to increased claims on the property policy. Rates in that space have gone up circa 10% and the low deductibles enjoyed in the past are no longer available. The significant claims made has eroded the premium pool for the MoW group over the years.

I have two meetings over the next 3 working days with JLT Marsh so I will keep you up to date as this progresses.

Kind Regards

Evan

Evan Hill

Chief Executive

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QMOW OFFICES CHRISTMAS/NEW YEAR CLOSURE

Please be advised that the QMOW offices will close from COB 24th December 2019 and will reopen on 2nd January 2020.

Wishing all our Member Services a very Merry Christmas and best wishes for the New Year.



BE READY! THE myGovID IS COMING!
THE AUSKEY IS GOING!
WHEN: 1 APRIL 2020 –
NO, THIS IS NOT A PRACTICAL JOKE!
IMPORTANT: DON'T LEAVE IT UNTIL
THE LAST MINUTE!
QMOW IS HERE TO HELP YOU MAKE
THE TRANSITION!

BACKGROUND

As mentioned in previous FFFs, the Government is retiring the AUSKey and AUSKey Manager services.

From 1 April 2020 myGovID and Relationship Authorisation Manager will replace the AUSKey and AUSKey Manager.

To provide more information to services on the process of upgrading to the MyGovID and the Relationship Authorisation Manager, the following information will assist with starting this process.

WHAT IS THE myGovID?

The MyGovID is an authentication service that allows you to prove who you are online. It is different to a myGov Account.

WHAT WILL IT ALLOW YOU TO DO?

The myGovID will allow you to transact on-line with the government on behalf of your service and your clients. It is essential when needing to transact with the following government systems:

- My Aged Care Portal
- Data Exchange
- ATO Business Portal
- Australian Business Register

WHO NEEDS A myGovID ACCOUNT?

Any employee, volunteer or committee member who will need to transact with the government on behalf of your service and clients, needs to hold a myGovID. Again, if they need to access any of the following government systems, this is essential for your service to function within the:

- My Aged Care Portal
- Data Exchange
- ATO Business Portal
- Australian Business Register

CAN I SET UP THE myGovID NOW?

Yes. The myGovID can be set up and is available to use now for limited Government Services but will eventually be used to login to all Government services. Services should set up a myGovID as soon as possible before the 31 March 2020 deadline.

HOW DO I SET UP THE myGovID?

To set up a myGovID you will need:

- A smart device such as an Apple iPhone or Samsung Galaxy. The myGovID app is compatible with most smart devices using:
 - o iOS 10 or later
 - o Android 7.0 (Nougat) or later
- An email address. The email address must belong to you as an individual, it should not be a shared email address or generic service address e.g. info@qmow.org. You will only ever be issued with one myGovID.

There are three steps to set up a MyGovID:

1. Download the myGovID app



2. Open the MyGovID and follow the prompts. You will need to give your full name, date of birth and email address.
3. Prove who you are. To set up a Standard myGovID enter details from two of your Australian identity documents:
 - Drivers licence or learner permit
 - Passport
 - Medicare card

WHAT TO DO IF YOU DON'T HAVE A PERSONAL EMAIL OR SMART DEVICE?

If you do not have a smart device as yet, and have been avoiding the digital age, the time has arrived where you need to take the plunge and purchase a smart device. This is legitimate expenditure under your CHSP grant. You simply cannot transact for your service with the government without one of these.

Once you have your new smart device, then you can go about setting up your email address. There are a multitude of options here for you to choose from.

CAN I STILL USE MY AUSKEY AFTER I HAVE SET UP THE myGovID?

Yes but only until 31 March 2020. After this date, the AUSKey will no longer work.

What is the next step?

If you need advice about how to go about setting up your myGovID, purchasing a smart device and/ or establishing an email account, please don't hesitate to give QMOW a call.

More information will be provided to services over the coming weeks on further action required. So as not to bombard you, we will make sure we break the process down for you.

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2020 NATIONAL CONFERENCE

Early Bird Extended to Friday 20 December

To date there are only 16 people from Queensland registered to attend the National Conference in Tasmania. With 132 Members, we are below 10% of Services being represented which, even as a relatively newbie, this seems an incredibly low turn-out. NSW for example has 68 attending so far. As mentioned previously, the National Conference, which is only held every 2 years is your chance to network and swap and share stories and ideas with you colleagues from across the nation. Given the challenges and opportunities amongst the very large reform agenda in front of us, the conference is well timed. Should you need to discuss any assistance you may need in attending please don't hesitate to contact me.

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Registration for the National Conference is now open



The graphic features a blue background with white and green accents. On the left, a circular inset shows a night view of a large fountain with multiple jets of water illuminated in orange and yellow. Below this, the Meals on Wheels logo is displayed, consisting of two stylized figures in green and blue forming a heart shape, with the text 'Meals on Wheels' underneath. To the right of the logo, the text 'Meals on Wheels Australia National Conference' is written in large white letters, followed by '2020, a vision for the future' in green. Below this, the dates '19 - 21 February 2020' and location 'Launceston, Tasmania' are listed in white. On the right side, another circular inset shows a daytime view of a golf course with a clubhouse and a pond.

**Meals on Wheels Australia
National Conference**

2020, a vision for the future

**19 - 21 February 2020
Launceston, Tasmania**

To download the brochure click here

To register click here

Calendar of Events

Date/ Time	Event	Topic Covered	Venue	Link to join or registrar	QMOW Staff attending
28 January 2020	Superannuation payment due				
19-21 February 2020	Meals on Wheels National Conference	As per brochure: https://mealsonwheels.org.au/wp-content/uploads/2019/08/MOW-NationalConference2020.pdf		https://www.secureregistrations.com/MoWA2020Conference/	To be advised
28 February 2020	Quarterly BAS lodgement due				
24 March 2020	General meeting			Notice will be in FFF prior to meeting date	
26 March 2020 7:00am - 10:30am	Inner North Aged Care Breakfast Forum			TBA	
28 April 2020	Superannuation payment due				
28 April 2020	Quarterly BAS lodgement due				
17 June 2020 7:00am - 10:30am	Chermside Aged Care Breakfast Forum		Kittyhawk Room, Kedron Wavell Sercies Club, Kittyhawk Drive, Chermside		
28 July 2020	Superannuation payment due				
28 July 2020	Quarterly BAS lodgement due				
10 September 2020 8:30am - 4:00pm	Eatons Hill Aged Care Breakfast Forum		The Hills Room, Eatons Hill Hotel, 646 South Pine Rd, Eatons Hill		
15 September 2020	Meals on Wheels Queensland AGM			Notice will be in FFF prior to meeting date	
25 November 2020 7:00am - 10:30am	Caboolture Aged Care Breakfast Forum		Caboolture Hub, Learning and Business Centre, 4 Hasking St, Caboolture		

Position Vacant Manager

The role

An opportunity will become available at Redcliffe Meals on Wheels in January 2020 for a Manager. The position is for a period of 12 months. The Manager will work with the Management Committee in coordinating the delivery of meals to eligible clients in Redcliffe in accordance with the philosophy and objectives of the organisation. The Manager is directly responsible to the Management Committee.

The Manager is responsible for the management and coordination of the Meals on Wheels Service which includes the supervision and support of kitchen and office staff and volunteers.

Selection Criteria

The successful candidate will be able to demonstrate they have the following skills and knowledge:

1. The ability to work with a Management Committee to ensure they effectively meet their responsibilities and ensure that the service is run in an effective and efficient manner;
2. Ability to coordinate the delivery of services to designated clients;
3. Providing advice to people seeking assistance from the service and develop service delivery plans;
4. Planning and developing a flexible range of meal services which meet the needs of consumers;
5. Preparing and keeping statistics on numbers of consumers;
6. Completing returns for payment of subsidy and OASIS records;
7. Supervising staff and volunteers to ensure they fulfil the requirements of their position descriptions;
8. Ensuring appropriate written procedures for all operational aspects of the service are in place and maintained;
9. Organising and maintaining effective volunteer recruitment programs and individual assessment of volunteers;
10. Preparing reports to the Management Committee on the operation of the service;
11. Developing appropriate promotional material;
12. Developing and maintaining links with relevant organisations to promote greater and more effective co-ordination of services for the community; and
13. Maintaining contact with QMOW State Office on appropriate issues.

Skills and Experience Required

Essential

1. C Class driving licence;
2. A demonstrated ability to manage a human service organisation including staff supervision, administration and financial management skills;
3. Ability to work with a Management Committee;
4. A strong commitment to working with frail, aged, and younger people with disabilities;
5. Good communication skills; and
6. Ability to delegate.

Desirable

A demonstrated ability to manage a delivered meal service for CHSP clients including nutritional needs, safe food preparation, storage and delivery and ability to cater for special diets.

Further Information

Further information can be obtained by calling Joy Dawe on (07) 32843861

To apply for this position please send resume to: redcliffemow@gmail.com