



Meals on Wheels Victoria

Presidents Annual Report

2014 – 2015

September 4th 2015

Previous year

Implementation of New Database

The database was close to complete last year, and then our administrative volunteer Barbara had to leave for OS. However, it is still in pipe line and should be up and running very soon.

Survey – Meals Numbers and Price

Earlier in 2014 all MOW Vic members were surveyed and asked to provide their statistics for meals numbers and fees charged to clients for the previous five financial years. The concern was that fee increases had forced many clients off services. This was not found to be the case (accept in isolated instances). The most worrying data concerned the dramatic drop in meal numbers in some services.

No further initiatives have occurred as a result of these findings. With both Federal and State Governments almost totally preoccupied with the change from State based HACCC to CHSP. However, MOW Victoria has fed these concerns up to AMOWA.

Development of Standards – Best Practice Guidelines

See 2015 achievements.

New Volunteers

A change in wording on the website in 2014, resulted in enquires from professional people wanting to assist with the functionality of Meals on Wheels Victoria. A few offers have come in this past year, including one professional EA who is about to assist with database.

Engagement with AMOWA (Australian Meals on Wheels Association)

See 2015 achievements.

2014 - 2015

Best Practice Guidelines

The Best Practice Guidelines were issued in hard copy as well as electronically on the Victorian MOW website on June 3rd 2015. Victorian members have already indicated that these guidelines will be a practical and useful tool in terms of staff induction and training, service improvement and development, and writing tender specifications. The document is not meant to be definitive, but complimentary to HACC and Federal Guidelines. It does not incorporate aspects of the Community Home Support Program. At the time of writing the CSHP Manual and Good Practice Guide were still at draft stage. The CHSP framework and principles will be included in the next edition. The idea of **national** guidelines has been raised at AMOWA meetings in the past. In June AMOWA board members indicated an interest in either adapting the new Victorian Guidelines or at least using elements in a document for national use. This is still being discussed.

Engagement with AMOWA

This engagement continues to be more and more important for Victoria. The move from State distributed HACC funding to federal CHSP funding is the biggest change within the sector in over 30 years. The challenges are huge. AMOWA will be actively collecting feedback regarding the My Aged Care Gateway and the Regional Assessment Services from July 1. Other significant national issues / events this year-

Representatives met with Federal DSS representatives and ministers advisors in various phone conferences and in person in Canberra to discuss CHSP.

AMOWA representatives on-

- The Ministers Advisory Group (Shared, Nelson Mathews and Barbara Hill – TAS Red Cross).
- The CHSP Community Services Advisory Group (Grants) (Sean Burk– TAS CEO, AMOWA VP)
- The Data Exchange Advisory Group (Sean Burk – TAS CEO, AMOWA VP)

Wrote 3 details submissions in relation to the CHSP-

- Draft CHSP Best Practice Guidelines
- Draft CHSP Manual
- Draft Fees Policy

Financial Report

To be tabled at AGM 4/9/15 and attached to Minutes.

Priorities for 2015-16

To be discussed at a general meeting on 4/9/15 and committee meeting on 4/9/15