

News for Services

Tasmania

Produced by Gail Carroll

June
2017



The poster features a night view of a city skyline with a prominent building. In the top right corner, there is a circular logo for the National Conference with the text 'Meals on Wheels' and 'NATIONAL CONFERENCE'. Below the image, the text reads: 'GOLD COAST 13-15 September 2017 Marriott Resort Surfers Paradise'. The main title of the poster is '2017 AMOWA National Conference Conference Registration'. At the bottom, there is a 'VOLUNTEERS' logo with the tagline 'DELIVERING MORE THAN JUST A MEAL' and 'AMOWA NATIONAL CONFERENCE - 13-15 SEPTEMBER 2017'. The website 'www.mealsonwheels.org.au' is listed at the very bottom.

The manual is in a PDF format. If your service would like a copy in a Word® document, then please contact your Network Support Officer for a copy.

Letter for services to send to their Members of Parliament

NSWMOWA CEO, Les McDonald, has drafted a template letter for the use of services to lobby their local member about proposed changes to CHSP and continuing funding for delivered meals. This template will be emailed to all services in June.

Disadvantaged Fund

Services who have clients who are experiencing a period of financial hardship can apply to the Association for a 3-month subsidy of that client's meal costs. The application form is on the NSWMOWA website in the Reference Room <http://nswmealsonwheels.org.au/Members/Members-Home/Reference-Room>

Policy and Practice Manual

The Network Support Team have developed a Policy and Practice Manual for services to adapt to their own organisations.

It is available on the NSWMOWA website in the Members section in the Reference Room.

Advanced Care Planning

Services are often asked by clients how to access information about advanced care planning. Sydney University has developed some useful resources <http://sydney.edu.au/medicine/cdpc/resources/advance-planning.php>



Australian Government
Department of Health

DEX reporting for Social Support Group

Services with Social Clubs or centre based meals are having difficulty accurately reporting clients hours to DEX. The Department is aware of this and Russell Brooks, Departmental Officer, has offered the following advice,

“Unfortunately DEX does not yet accurately reflect actual outputs delivered for some CHSP service types, including Social Support Group, and departmental staff take this into account if we view DEX data. The actual number of outputs is the number of clients multiplied by the number of hours. For example, if you delivered a one-hour social support group to 20 clients, this counts as 20 outputs, but may appear as only one output on DEX.

I would recommend that you keep a record of the actual outputs you have delivered, and when you complete the next Service Stocktake Report, which will be due by 31 October 2017, you can include the actual outputs for 2016-17 in this.

*If further enhancements are made to DEX at a later date, all service providers who are subscribed to the DEX mailing list will be notified of these:
<https://dex.dss.gov.au/helpdesk/subscribe/>”*

Social media webinar and other resources

In the new market-driven landscape for aged care, services must have good media strategies to promote their services. The website <https://www.business.gov.au/> has a wealth of useful resources to assist.

The webinars on how and when to use social media to promote your service can be found under their Entrepreneurs Programme

<https://www.business.gov.au/news/learn-how-social-media-can-benefit-your-business>

The webinars will be delivered by marketing and social media experts and targeted towards Entrepreneurs’ Programme eligible clients. The webinars will provide an introduction to social media to support business innovation, increase productivity and competitiveness, and support business success.



Nominations are still open for the HESTA Community Sector Awards to be presented on the 24th of October

<https://www.hesta.com.au/awards/community-sector-awards.html>



Australia’s Smallest Charities Report

This interesting report profiles almost 19,000 of Australia’s smallest charities (extra small charities) registered with the Australian Charities and Not for Profits Commission (ACNC), each of which reported an income of less than \$50,000 in 2015.

Key findings

In 2015, 37.1% of Australia’s 50,908 charities had an income under \$50,000. Together, these 18,892 extra small charities had:

- Total income of \$301.2 million;
- Total expenses of \$361.3 million

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- Total assets worth \$5.0 billion, with net assets worth \$4.5 billion after liabilities
- 26,177 paid staff employed and a total of 436,
- 234 volunteers.

<http://australiancharities.acnc.gov.au/wp-content/uploads/2016/12/Australias-Smallest-Charities-2015.pdf>



Australian Government
Department of Health

Developing an Aged Care Diversity Framework

The Dept of Health is seeking input and feedback from a variety of stakeholders to inform early developmental work on this Framework. This includes all older people and their carers, aged care organisations and peak organisations engaged in diversity-related representation, as well as others with an interest in diversity in the aged care sector.

The Framework is intended to assist providers, and enhance the sectors capacity, to better meet the diverse characteristics and life experiences of older people thereby aged care services. Providing a response to the Framework is an opportunity to contribute to an area of aged care policy thinking.

Feedback received from these reviews will inform both the development of a Framework and the specific CALD and LGBTI Action Plans. Further information on the Framework, and the consultation survey is included in the link below

<https://consultations.health.gov.au/ageing-and-aged-care/development-of-the-aged-care-diversity-framework/>

New legal information and resources

A range of new and updated resources are now available online from Justice Connect's Not-for-Profit Law. The resources include a checklist for events, information on insolvency, a fact sheet on changing an organisation's structure from an incorporated association, and a guide to risk management.

Justice Connect is a charity that specializes in legal resources for not for profits. They have a Seniors Law program that offers advice for older people about powers of attorney, wills and other related topics.

<https://www.justiceconnect.org.au/>



More
than just
a meal

Summary of Options for Future Organisational Structure for Meals on Wheels Tasmania

For those of you who were there at the meetings we held last week in Hobart and Ulverstone I want to thank you for your attendance and for being prepared to engage with this process as a way of bringing back some much-needed trust into our working together. You will recall that I indicated that I would produce a brief paper setting out the organisational options that I thought were relevant to be considered for the future of Meals on Wheels in Tasmania. These would follow closely the options that I broadly outlined at those meetings. The intention of setting them out is to distribute them to you so that you can take some time to think about each of these options, and others that you might identify, and that we could then consider at subsequent meetings and recommend a preferred option to the State board for adoption as the new organisational form for the future.

My idea is that it is important that, in making such a decision about the future, it is vital that as many people as possible can have an input and to hear the arguments for and against each option. It is unlikely that, as a result of such a process, we will arrive at an option that everyone supports, but the vital thing is that everyone has had a chance to voice their views and to be heard. In that way, we can ensure a high degree of network ownership of the model that is ultimately adopted.

It is important to remember when considering these options that they are simply the result of the NSW staff and myself looking at the situation in Tasmania and trying to work through models that seem to fit the circumstances that we identified. We would not suggest that they are an exhaustive list of options and we are happy for alternatives to be considered. We are proposing that whatever model is adopted and recommended to the State board should then be voted on at the AGM in September. That might seem a long time to take to make such a decision, but it is my view that it is far better that we make a RIGHT decision, than a

FAST decision, as the structure adopted will be for a long time. It is also important to remember that this paper is not advocating any one of the options set out here. That is a matter for joint decision.

Given the problems that have been identified by us at those meetings last week both in the areas of governance and in organisational structures and processes these are the three options we considered: -

Option 1 Existing Structure

This option involves essentially leaving the current structure of a single board with changes to both its functions and its level of organisational resources. Given that the board is at present a board of governance, and that this may have been a contributing factor to its failure to adequately oversight the actions and decisions of the CEO. The proposal is that it become a Board of Management with specific oversight responsibilities allocated within the board to ensure that the board is aware of, and able to react to, circumstances as they arise. That does not mean that the board can intervene in operational management, but is able to more effectively oversight that management.

The second characteristic of this structure would be a considerable reduction in the resources diverted from the network to fund the operations of the head office. In a network with total government funding of around \$1.25 million, the head office must not exceed a realistic percentage of the total funding. That organisational structure could be accompanied by a membership of the NSW Meals on Wheels Association that would enable access to the considerable resources of the Association that have been developed for the membership in NSW. It would also require a re-orientation of the role of the client assessment officers to one of network support. This would be like the network support functions provided by such officers in NSW.

The State board in this scenario would be elected on a rotational basis by the membership, having say nine members three of whom are elected each year for a three-year term. This option would

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require the closure of all remaining separate bank accounts and funds in those transferred into the state accounts.

Option 2 Co-operative Structure

The second option might be constituted of a series of co-operatives or a single co-operative that has a central administration which handles all back-office services, but leaves each local service with their own identity. This option would eliminate the current State board structure and replace it with co-operative boards. This structure could begin to deal with the issue identified at the meetings last week of the long-term un-viability of some of the small services when operating on their own.

Similar structures have been operating very successfully for many years now in NSW and have ensured that services that might otherwise have closed, have remained to serve their communities. The Co-operative board (assuming there is one and not a number) would continue to be the body to whom funds would be provided and it would be their role to then allocate the monies, according to agreed formulas, to the local services.

This option in essence goes back to local ownership and service, but with some of the benefits of scale. In this option the co-operative could also retain membership of the NSW Association and continue to receive access to the resources provided by the Association. This option would also require the closure of all remaining separate bank accounts and the transfer of the funds to the Tasmanian accounts.

Option 3 Independence and Outsourcing

This option considers the possibility of a central body in Tasmania ceasing to exist and a reversion to an earlier form of organisation where all the services exist independently. They could each be members of the NSW Association and thus access all the resources we can provide, but would need to cover the costs of Network Support officers to assist services to keep going and to innovate and provide services to their clients. The NSW Association in this option, given the Federal Government's decision to only fund one auspice body, would be the recipient of the funds allocated by government and would allocate those funds between the member services.

The NSW Association would also provide the back-office services in exchange for an administration fee. This option has the disadvantage of Tasmanian Meals on Wheels being seen to be over-sighted by NSW and that may well raise ownership issues in local communities.

There is naturally little detail about the specifics of how each of these options might operate. That is because what we need to decide first is the broad option that meets the needs of most services. Once that has been determined the network can work together to put more meat on the bones of the preferred option. As indicated there will be meetings in August where people should bring their thoughts so that a preferred option can then be put forward to the state board.

