

# CUSTOS

VOL 56  
#2

JULY  
20  
25



**Vale Jack Pool**

Page 14 - 15



Meals on Wheels<sup>TM</sup>

More  
than just  
a meal<sup>TM</sup>

**MEALS ON WHEELS™ QUEENSLAND DIRECTORS**

**CHAIRPERSON**

Michael Homden

**VICE-CHAIR**

Penny McClelland

**COMPANY SECRETARY**

Abigail Chambers

**CHAIRPERSON FINANCE COMMITTEE**

Judith Brown

**DIRECTOR**

Ian Collier

**DIRECTOR**

Richard Horsham

**DIRECTOR**

Matt Webster

**DIRECTOR**

Nicolette Baker

**MEALS ON WHEELS™ QUEENSLAND**

**CEO**

Evan Hill

**MANAGEMENT ACCOUNTANT**

Naomi Jackett

**DIRECTOR, CORPORATE SPONSORSHIP**

Tim Hayden

**STRATEGIC PROGRAMS OFFICER**

Tiana Solley

**SENIOR AREA MANAGER**

Kath Neilsen

**SENIOR AREA MANAGER**

Rachael Speechley

**AREA MANAGER**

Lea Readdy

**EXECUTIVE ASSISTANT**

Rachael Broad

**ACCOUNTS OFFICER**

Debbie Hamilton

**MARKETING AND COMMUNICATIONS LEAD**

Jordan Reimers

**SECTOR SUPPORT OFFICER**

Kerriane Donnelly

**SERVICE COORDINATOR - QUEENSLAND FACILITIES**

Celeste Manousso

**INTERIM SERVICE COORDINATOR - QUEENSLAND FACILITIES**

Jasmine Johansen

**SERVICE COORDINATOR - BALLARAT**

Jackie Pedersen



**MOWQ Patrons**

Her Excellency The Honorable Dr Jeannette Young AC PSM, Governor of Queensland and Professor Graeme Nimmo RFD

**MEALS ON WHEELS™ QUEENSLAND LTD**

Unit 16, Cameron House, Strathlink

27 South Pine Road, Brendale, QLD 4500

PO Box 2393, Strathpine Centre, QLD 4500

**P** | 07 3205 5588

**E** | [info@qmow.org](mailto:info@qmow.org)

**W** | [qmow.org](http://qmow.org)

# CONTENTS

Chairperson's Report	4-5
CEO's Report	6-7
MOWA Chair Report	8
Queensland Volunteering Awards 2025	10-11
Congratulations Mount Isa!	12-13
A Tribute to "Jack" John Edward Pool	14-15
Standing up for Volunteers	16
Partnering for Impact: Rowland	18
A Fresh Digital Face	20
Still Rolling after 60 Years: Stanthorpe Meals on Wheels™	22-23
Half a Century, Full of Heart: Tewantin Noosa Meals on Wheels™	24
Vale Jennifer Elliot	25
Miles. Meals. 40 Years.	26-27
Tully, Meals & the Golden Years	28
From Meals to Meaningful Moments: Tara Meals on Wheels™ 40 <sup>th</sup>	29
Thank you, Jacqui!	30-31
Meals on Wheels™ on the Road: Connecting Communities	32-33
Support at Home Forum in Darling Downs	34
Reconnecting, Reflecting and Recharging	35
Vale Robert "Bob" Bentley	36
QCROSS Budget Breakfast	37-38
Gin Gin Welcomes the Governor	40
Meals on Wheels™ Poem	41
Meals on Wheels™ Recipe Resource: Berry Cheesecake	42

*NB: The CUSTOS is produced three times a year. Editions will be published in March, July and December.*

# CHAIRPERSON'S REPORT

Mount Gravatt Meals on Wheels™ recently celebrated the wonderful milestone of 50 years of dedicated service to the community. I was fortunate to share the occasion and appreciated the passion of all the members who have preserved this essential service and safeguarded the delivery of meals to our most vulnerable since 1975.

The world has changed over the last 50 years, and the pressures that could not have been envisaged when the service first started are an inescapable part of our landscape today. Societal changes and our cultural setting as a nation have required us to adapt to new needs and even greater demands on our services.

With new demands comes the inevitable obligations brought about through increasing governance and regulation of the service. The pending Aged Care Act will see further requirements for us, so we can continue to deliver the service to the point of need and provide the essential sustenance through our person-to-person contact.

Evan and the team at MOWQ are diligently producing material and are available for any queries as we prepare ourselves to deliver meals in a new era for Aged Care.



The changes the new Act heralds made me reflect on the nature of what we are at our core and the opportunities for the future. Celebrations like those at Mount Gravatt and many others I have attended across Queensland all share the same characteristics. They remind us of the spirit of volunteering. A companionship that binds us as volunteers around the central precept of supporting those most vulnerable in society through the industry and collective effort of providing a meal. A common theme at many Service milestone celebrations is a natural and self-sustaining belief in what we do and why we do it. This is the glue that binds our work and ensures we provide these services in the most challenging of circumstances.

Are these the drivers for volunteers in our new era? We have seen subtle and not-so-subtle changes in the way emerging generations give their time for causes that they believe in. It's not wrong, it's just different. Often motivated to support issues-based causes, the notion of a regular weekly commitment is not as appealing or indeed, for many in our financially challenged time, realistic. It is perhaps time for us to critically review how we appeal for someone's time and ensure we can preserve the motivations that started services like Mount Gravatt 50 years ago in Majorie Wilson's kitchen.



Attracting a new generation of volunteers is further complicated by the need to compete with many other volunteering opportunities. Our unique draw remains our proud traditions, extending through family members with a long history of service.

The MOWQ Board has identified through its survey and regular contact with members that these concerns are shared by many. Our Strategy for MOWQ has a major strand looking at the attraction and retention of volunteers. Part of the shift in volunteering trends includes how the cause meets personal values, how flexible it is and whether a commitment is defined for a period of time. The increased age of retirement has also affected volunteer numbers.

Our work is fundamentally informed by the needs of members and your collective insights as to what the service needs. On behalf of the Board, I ask you to turn your thinking to how we can engage with new volunteers in a flexible way to provide a model which will appeal to different types of volunteers, driven by our purpose and sharing our commitment to the vulnerable. The service they provide in the future will ensure we are around to celebrate in another 50 years. The form of commitment this aspires to was so well enshrined by Mary Lowe AM, who was President of the service for 29 years, and so admired by so many members.

Thank you for your faithful service, inspiring commitment and enduring warmth. These attributes will enable our work to prosper and secure the volunteers of the future.

Regards,

*Michael*



# CEO'S REPORT

The winter months are well and truly upon us and all of us here at Meals on Wheels™ Queensland appreciate the dedication and commitment of all the volunteers who continue the great work of Meals on Wheels™. In the spirit of selfless volunteering, it was with much melancholy felt across Meals on Wheels™ with the passing of the late and great Jack Pool. Much has been said about Jack and his legacy already, and I am privileged to be able to offer my thoughts here with you.

## VALE JACK POOL

I was privileged to know Jack over the past six and a half years and in my early time here at MOWQ, it was people of the character and work ethic of Jack who demonstrated to me early on the true heroes in our communities who contribute to the social capital day in day out, striving to make the world we all live in, a more caring and connected place. Jack was a mentor to me in my role with Meals on Wheels™ Queensland, and a complete standard bearer for anyone who volunteers. Selfless, passionate, kind, always looking for the positives, Jack was always quick to lend a hand with an abundance of patience and good humour for delivering whatever it may be. Jack's record speaks for itself, 27 years active volunteering together with raising much needed funds to Meals on Wheels™ and the community, and always ready and willing to step into the leadership roles that today we are finding harder and harder to fill. I think one of the most important aspects to Jack's character was it was never about ego. He would do any role that was needed, understanding the outcome of community service was greater than any personal recognition or title. But recognition nonetheless would follow him including Westfield Local Heroes in 2020 and our very own Mary Lowe Living Legend Award in 2024. I miss Jack both as a mentor and as a friend. The community whilst poorer for his loss, benefits by the many lives Jack touched, through the countless hours volunteering, setting those standards that will continue to be a beacon to all of us who continue the work in community, honouring a proud and deeply worthy legacy.



## AGED CARE REFORMS

Amongst all of that we have very much still needed to turn our minds to the Aged Care Reforms and I suspect like most in the sector there was a mix of relief and feelings of de je vu as the introduction of the new Aged Care Act was deferred through to 1 November 2025. The provision of this additional time is sensible and allows for further preparations with the readiness to align to both the requirements of providers transitioning into the Aged Care Act in most cases for the first time, and the actions required to operate within the Support at Home program. We have been pleased to produce essential resources, training and advice to support you. Importantly, we will aim to have direct discussion with committees across the State where there is a particular need for understanding the transition requirements in more detail and actions you need to be taking as the accountable and key personnel of your Meals on Wheels™.

## CHSP PROGRAM

The CHSP continues to be a much-debated program as to its future. We know the majority of older Australians requiring home support are cared for within this program ie some 850,000 compared to 250,000 in Home Care Packages. With the discontinuation of the much-maligned Future Fit program, there remains many challenges that still need addressing as to the transition of CHSP to Support at Home, and whether that should happen as a straight shift from one program to the next from potentially as early as 1 July 2027. Inherently within that is the ageing population and capacity of the funding model and system around it to keep up. Will a single program be able to do that? Encouragingly, with the imminent commencement of SAH and the new rules, there is growing focus on what the future of CHSP should look like, from CHSP peaks including MOWA, and importantly

the lead peak body for Aged Care providers in Ageing Australia. There will be more engagement from these parties in coming months, and we will connect members to this work and information as it comes together.

## STRATEGIC PLAN UPDATE

We are making steady progress with initiatives with the Strategic Plan of 2024-2027, and particularly in the Brand and Digital Marketing pillar. We have engaged Rowland on the brand refresh campaign over the next twelve months which will particularly highlight the 70<sup>th</sup> anniversary of Meals on Wheels<sup>TM</sup> in Queensland in 2026, proudly started in Ipswich. The website has been upgraded and with our social media channels, will be pivotal in bringing this campaign to life in the market. Within the volunteering pillar, we have locked in a further two years of Rosterfy as our front door volunteering on-boarding platform. With almost one year of operation, we have moved 278 people through the on-boarding to completion which based on the evaluation, has proved to be a time saver for members. We will be exploring the interface with SEEK as an opportunity to further attract volunteers to Meals on Wheels<sup>TM</sup>, and opportunities to discuss with Members on how more of the functionality within this industry leading platform may be taken up. We have made an appointment to our new Director, Corporate Sponsorship position and are pleased to have Tim Hayden on board. Tim's role is targeting new income for Meals on Wheels<sup>TM</sup> in Queensland through sponsorships and partnerships as well as targeting fund raising. Other projects underway include Data Modelling designed to provide better value in how we strategise for sustainability and growth in a very dynamic environment across Queensland; Shared Services model which we see as an important cog in sustainability and compliance in light of the reforms and the CCI Services membership which is designed to provide a strategic purchasing benefit to all members in Queensland who choose to engage with CCI. MOWQ has accepted the CHSP contracts for and commenced operations in Tara and Cunnamulla since our last update, with Winton set to join our regional capability this quarter. This is proving an effective model to retain the Meals on Wheels<sup>TM</sup> model within these communities ensuring community members receive a meal with the vital wellness check.

## ANNIVERSARIES

### ROCKHAMPTON, TEWANTIN NOOSA & GIN GIN

Over the past quarter I had the privilege to attend the 60<sup>th</sup> Anniversary for Rockhampton Meals on Wheels<sup>TM</sup>, the 50<sup>th</sup> Anniversary for Tewantin Noosa Meals on Wheels<sup>TM</sup> and the 40<sup>th</sup> Anniversary for Gin Gin Meals on Wheels<sup>TM</sup>. Each with differences in their service delivery models, but all with huge portions of community spirit, engagement and love from their communities in return. The opportunity to share in these celebrations gives firsthand testimony to the people who pioneered Meals on Wheels<sup>TM</sup> in these communities, recognising the reasons they did it still very much live on today albeit in much different operational environment. Congratulations to all involved.

And so with the acknowledgement of the proud longevity of Meals on Wheels<sup>TM</sup> community led organisations, we sometimes may feel surrounded by the questions of succession planning, different food service models, nutritional standards, volunteer recruitment and retention, their interface with the ageing population, competition and government funding programs, and the role of peak bodies in supporting this complex eco system. As they say the one thing we can guarantee over the next twelve months is change. How we adapt to those changes are critical, and this can be seen where we are seeing more Members working together to share resources and ultimately searching for answers and accepting assistance off others, whether that be MOWQ through our Sector Support team, a larger Meals on Wheels<sup>TM</sup> or hubs, or other peaks such as Ageing Australia. Importantly we are all working for the same outcome which has a more positive outcome for older Australians and the vulnerable we work with aged under 65. If we do this together, we will ensure the preservation and growth of the Meals on Wheels<sup>TM</sup> model across Queensland.

Stay well and hope to see you soon.

*Evan Hill*

# MOWA CHAIR REPORT



Our environment is nothing if not fluid! Early this month, the new Minister for Aged Care Sam Rae joined senior portfolio Minister Mark Butler to announce a four month delay to the commencement of the new Aged Care Act and the Support at Home Program. This followed advocacy from Meals on Wheels™ Australia (MoWA) and other organisations, particularly Ageing Australia.

The new Act will now commence on 1 November 2025. Commonwealth Home Support Program (CHSP) services will be captured under the Act for the first time.

MoWA made a submission in May on the draft registration condition covering meals providers. While we supported the intent of the draft condition, we suggested improvements to include safety alongside nutritious and appetising meals and to mitigate the cost burden of the new regulations.

MoWA and the State associations are meeting with the Department on 28 July. This will provide an opportunity to discuss the registration condition and other member concerns.

At our last Board meeting, MoWA received a report from Prof Kathy Eagar on the workshops she conducted regarding a new funding model for meals. The MoWA Board agreed to the following:

- MoWA wants CHSP to remain as a separate program that is grant or activity-based funded. MoW services do not wish to be folded into Support at Home's individual budget model.
- MoWA supports a funding model which has both a capacity element (base care tariff) and activity element (individual classification).
- MoWA will establish an expert working group to refine the MoW activity classes version 1.



- MoWA will establish an IT expert working group to work on how to implement a MoW National Minimum Data Set.

MoW services that have relevant expertise for the two expert panels are encouraged to nominate via your State Association. MoWA will shortly be launching an online Community of Practice which will facilitate member feedback on initiatives such as this, as well as other topics of interest to members.

Earlier in June, MoWA convened a meeting of national peak bodies interested in CHSP. There was consensus about the need to protect the investment in community-based services built up over the past 40 years since the Hawke Government started the Home & Community Care Program. Watch this space as we refine a joint advocacy position in coming months.

Finally, the MoWA Board has formally adopted our new strategic plan for the next three years.

*Paul Sadler*



**View  
MOWA  
Strategic  
Plan**

## **Cloud version available**

***Services asked. We listened.***

***New features added.***



### **Cloud**

gisMOW2 is now available in the Cloud – hosted in Australia and accessed via the Microsoft Azure platform providing data security, online backups through OneDrive and continuity of service. Services using the cloud version can switch to local working should there be an internet outage. Our on-site version is still available for Services with poor internet, or who prefer a local version.

### **New Features**

Both versions now benefit from vastly improved speed and new features including Barcodes, Stock Control and PEAL Labelling.

### **Easy to use**

- Large fonts, tabs, big buttons, notes and scratchpads,
- Tailored Client grid views – Home, Meals & Money,
- Filter and search fields to quickly find Clients,
- Direct Debit from Client bank accounts,
- Secondary & Primary (Red Flag) Restrictions globally, or just for a Meal or for a Client,
- Key notes auto generated, plus document mapping & retrieval,
- Stock levels and projection with batch control and tracking for Food Safety,
- Add as many of your own user defined filters to suit the way your Service works,
- Enhanced search engine with editing & data mining capabilities,
- Modest fees based on meal numbers.

### **CHSP & Support at Home changes**

gisMOW2 is ready for 1<sup>st</sup> July, plus what we think HCP providers may want. The new output measures are in the latest version. We are waiting on DoH and DEX to finalise the specifications for Stage 2 (Nov) and Stage 3 (Jan) as we all work towards July 2027.

### **The service you can expect**

gisMOW2 is developed, maintained and managed by experienced MoW operatives, with a responsive Helpdesk available 7 days a week from early until late. All backed up by our IT contractors with developers, software engineers and security experts. We provide on-site and remote training at installation, plus ongoing training with upgrades and staff changes.

Got a suggestion, a request, or need some advice? Just pick up the phone or send an email.

**For more information, please call  
Philip Worthy (0429 800 725) or  
Ian Brandon (0400 878 244)  
or email to [helpdesk@gismow2.com](mailto:helpdesk@gismow2.com)**

**On-site or remote demonstrations available**

# QUEENSLAND VOLUNTEERING AWARDS 2025

CELEBRATING 10 YEARS OF IMPACT

## Queensland Lifetime Contribution to Volunteering Award

In 2025, Volunteering Queensland proudly celebrates a decade of recognising the extraordinary individuals and organisations who make a lasting impact through volunteering. The 10<sup>th</sup> Annual Queensland Volunteering Awards shone a spotlight on the selfless efforts, community spirit, and quiet determination that keep our state strong, connected, and compassionate.

Each year, these awards honour volunteers. Volunteers are the backbone of Queensland communities, and without them, many vital services and initiatives simply wouldn't exist.

This year's Awards Ceremony was held at Brisbane City Hall on Friday, 16 May. It brought together inspiring nominees, community leaders, and organisations to celebrate the very best of volunteering. The atmosphere was one of pride, gratitude, and joy as we recognised not only those receiving awards but also the thousands of volunteers they represent across Queensland.

This year, Meals on Wheels<sup>TM</sup> was privileged to have three outstanding nominees in the category of Queensland Lifetime Contribution to Volunteering Award. Of course, there can be only one recipient of the award, but all three of you are winners to us. Your contribution to your communities has been outstanding, well-done, Peter Morley, President of Meals on Wheels<sup>TM</sup> Redcliffe (Award Recipient), Jack Pool, Patron of Meals on Wheels<sup>TM</sup> Stafford (Finalist) and Denise Irwin, Secretary of Meals on Wheels<sup>TM</sup> Babinda (Nominee).

### **Peter Morley – Recipient** **President, Meals on Wheels<sup>TM</sup> Redcliffe**

Peter Morley's dedication to service is nothing short of inspiring. For over 30 years, he has exemplified selflessness in Queensland and beyond.

As a District Representative and Ambassador for ShelterBox Australia, Peter has raised over \$250,000 to provide emergency shelter for families affected by disasters and conflicts worldwide. His outreach through school visits, community events, and Rotary presentations has motivated many to support humanitarian relief efforts.

Peter's leadership extends to the Rotary Club of Redcliffe Sunrise, where he has served as President three times and is currently the Community Service Director.



His initiatives include raising over \$25,000 for breast cancer research and leading the Oyster Reef Restoration Project, which earned the 2025 ESRA Oceanica Enviro Award for the club.

As President of Meals on Wheels™ Redcliffe, Peter ensures vital services reach those in need. As Volunteer Treasurer for Bendigo Bank's Redcliffe Peninsula Financial Services, he also supports essential community financial services.

Peter's unwavering commitment and significant contributions have left an indelible mark on countless lives, making his dedication to service truly commendable.

### **John 'Jack' Pool – Finalist Patron, Stafford & District Meals on Wheels™**

John (Jack) Pool, who sadly passed away in March this year, left behind a lasting legacy and made significant contributions to the community. This posthumous recognition celebrates his remarkable impact.



Jack dedicated over three decades to Stafford Meals on Wheels™, beginning as a delivery driver in 1998. His commitment saw him step into leadership roles, serving as Vice-President and President from 2001 to 2021, and later as Patron. Jack also contributed at the state level, serving as a Board Member of Meals on Wheels™ Queensland from 2011 to 2018.

His dedication was instrumental in securing much-needed repairs for the Stafford Meals on Wheels™ facility, a project that spanned nearly a decade. Even in his 90s, Jack remained actively involved, fostering a welcoming environment for volunteers and staff, and representing the organisation at community events and expos.

Jack's exceptional service was recognised with the Westfield Local Heroes Award (2020) and the Mary Lowe Living Legend Award (2024). His legacy is a testament to compassion, resilience, and unwavering commitment to serving others.

### **Denise Irwin – Nominee Secretary, Meals on Wheels™ Babinda**

Denise Irwin has been a dedicated volunteer with Meals on Wheels™ Babinda since 1988. Denise has held several key roles, including Secretary, Volunteer Coordinator, Service Coordinator and Committee Member and too many other positions to mention.



Our Wonder Woman of the North! Denise Irwin shares a smile with MOWQ's Lea after being recognised for her lifelong commitment to Babinda Meals on Wheels™.

Denise and her family have always played a pivotal role within Meals on Wheels™ Babinda, and there is no job too big or small for Denise. At 79 years of age, she is a pint-sized pocket rocket that is showing no signs of slowing down.

Denise's unwavering dedication to her service exemplifies the core values of care, compassion and excellence that are upheld by Meals on Wheels™ Babinda.

You are simply amazing, Denise! You are truly our Wonder Woman of the North!

# CONGRATULATIONS MOUNT ISA!

## WINNER OF 2025 COMMUNITY BUSINESS AWARD



Meals on Wheels™ Mount Isa was deeply honoured to accept the Community Business Award on May 20 at the Community Volunteering Impact Award ceremony hosted by the Townsville City Council at a Mayoral Civic Reception. The ceremony was held during National Volunteer Week, and the award ceremony was held to honour the amazing North Queensland volunteers who work tirelessly to strengthen the North Queensland and surrounding communities. This recognition means more than words can express to our humble remote service.

For 45 years, Mount Isa Meals on Wheels™ has delivered nutritious meals to their community, and one dedicated volunteer has served since its inception. Inez volunteers at least once a week in the kitchen and also rides along as a driver's assistant when she can. At 95 years of age, this is an amazing effort, Inez, we salute you!

President Lucie Sanderson explains this award belongs to every volunteer who gives their time so generously, every staff member who goes the extra mile, and every supporter who helps keep our wheels turning, literally. You are the heartbeat of Meals on Wheels™ Mount Isa. At the centre of everything Mount Isa Meals on Wheels™ does is a simple but powerful mission: to ensure that no one in our community goes without a nutritious meal, a friendly smile, or a sense of connection. For many of our clients, we're more than just a meal service, and we know that everyone reading this would agree that Meals on Wheels™ is a lifeline for so many. It's a responsibility we take seriously every single day.

Mount Isa MOW would like to thank the wider Mount Isa community. Their support, whether through donations, partnerships, or just cheering us on, is what makes our work possible. This recognition reflects the strength of a community that looks after its own, and Mount Isa is truly one of a kind.

To Volunteer North Queensland, thank you for shining a light on the quiet work that happens behind the scenes. We don't do it for awards, but it sure does feel nice to be acknowledged.

Let's keep showing up for each other, every day, because that's what community is all about.



Alison (Townsville) and Lucie (Mt Isa) celebrate a huge moment for a mighty little service.



Heroes of the North! The 2025 Community Volunteering Impact Award winners shine bright, celebrating the everyday legends who go above and beyond for their communities.



When you ask for Confoil products, you can be assured that they are manufactured to the highest quality standards. Made in Melbourne, our foil trays, muffin wraps, DualPak and DualPakECO containers are produced at our FSSC food certified facility, so you can have peace of mind when it comes to food safety.

For more information visit [confoil.com.au](https://confoil.com.au)



# Ask for Confoil



A family  
owned  
Australian  
business

+61 3 8790 1966  
[customerservice@confoil.com.au](mailto:customerservice@confoil.com.au)

# A TRIBUTE TO “JACK” JOHN EDWARD POOL

**PATRON OF STAFFORD & DISTRICT MEALS ON WHEELS™**



With heavy hearts, we say goodbye to a true legend of our community, “Jack” John Edward Pool, who passed away peacefully at the age of 93, after a brief battle with illness. Jack’s passing leaves a significant void in our hearts, but his legacy will forever remain.

A celebration of Jack’s life was held at the Lakeview Chapel, Albany Creek Memorial Park on the 31st March 2025. In a true reflection of Jack, the family requested that bright colours be worn to celebrate his colourful life, and the gathering did not disappoint. Jack would have been thrilled to see the chapel packed to the rafters, filled with family, volunteers, community members, and politicians. As a tribute, his family shared his famous fruitcake recipe, so we can bake it ourselves and remember him fondly with each slice. It was a fitting gesture, and Jack would have been humbled by the turnout and the love shown.

Jack’s journey with Meals on Wheels™ began shortly after he retired, driven by a desire to stay active and engaged in his community. Little did he know that his volunteer work would not only transform his own life but also the lives of countless others.

For 22 years, Jack dedicated himself to Meals on Wheels™, embodying the very essence of what it means to serve others. His selflessness, compassion, and unwavering commitment set the benchmark for all who serve, inspiring us to uphold the highest standards of kindness, service, and community care.



Jack served in many roles during his time with Stafford & District Meals on Wheels™, including 16 years as President, and later became a Life Member and Patron. He also served on the Queensland Meals on Wheels™ board for many years, whilst holding down his Presidency role at Stafford. To Jack, Meals on Wheels™ was not just about delivering a meal, it was about ensuring kindness, connection, and a sense of belonging to both clients and volunteers alike. His belief that the most important part of his work was community, care, and compassion guided everything he did.





What truly set Jack apart was his unwavering dedication. He didn't do it for recognition or praise, he did it because he genuinely cared. Jack was a quiet community man, one of those rare individuals who made a profound difference through his actions, not his words.

At Meals on Wheels™ Queensland, we are forever grateful for the time Jack devoted to our organisation. He was more than a volunteer, he was a cornerstone of our community, a role model for service, and a friend to all. His passing hit us deeply, it came like a shockwave through our building. Jack was dearly loved by everyone, and we will certainly miss our lovely chats reflecting on his life and his little mate, Stuart, his beautiful little dog. Sharing a cuppa and a biscuit or a slice of his delicious ginger fruitcake was always a treat. Already, we miss you dearly, Jack.

As we mourn Jack's passing, we also celebrate the incredible impact he had on each of us. His values will continue to guide our work as we strive to honour the legacy he has left behind. Our deepest condolences go out to Jack's family, friends, and the staff and volunteers at Meals on Wheels™ Stafford. We share in your grief, but also in your gratitude for the remarkable man Jack was.

Rest in peace, Jack. You have earned it, and more. You have forever made this world a better place, and we will do our best to carry your torch and continue your work.

**VALE, JACK POOL.**



# STANDING UP FOR VOLUNTEERS

## OUR VOICE IN QUEENSLAND'S PARLIAMENTARY INQUIRY



Meals on Wheels™ services have long been powered by the dedication of volunteers, the everyday heroes who deliver more than just a meal. This year, our collective voice has been heard by the state government as part of Queensland's Parliamentary Inquiry into Volunteering.

In March 2025, Meals on Wheels™ Queensland made a submission to the inquiry, drawing on insights gathered from our member services across the state. The submission was shaped by a statewide survey and a series of focus groups with staff and volunteers from both metropolitan and regional communities. These conversations highlighted the challenges, opportunities, and inspiring stories that define volunteering within our network.

The inquiry was launched to better understand the state of volunteering in Queensland, the perspectives of volunteers and the volunteering sector regarding barriers, motivations and experiences, as well as opportunities to increase and promote volunteering. With public hearings held across the state, the Local Government, Small Business and Customer Service Committee has been listening closely to the experiences of volunteers and organisations who rely on them.

Our submission brought forward a powerful message using real data and stories from volunteers, highlighting that the volunteering landscape is evolving, and organisations like Meals on Wheels™ must adapt to retain and gain volunteers.

While we raised the concerns of member services about the ageing volunteer base, increasing compliance requirements, and the growing need for flexible, diverse volunteer roles to meet community needs, we also outlined solutions to the challenges we face and recommendations for the committee to consider.

As an organisation that has supported communities for almost 70 years, we know that effective volunteering doesn't happen by chance. It requires investment, support, and recognition. By participating in this inquiry, Meals on Wheels™ Queensland has ensured that the voices of our volunteers, and the people they serve, are represented in shaping the future of volunteering in Queensland.

The committee is due to table its report on 18 September 2025, and it will be made publicly available. We hope it will not only acknowledge the value of volunteers, but also recommend practical actions to strengthen and sustain Queensland's volunteering sector well into the future.

We'll be watching closely as the findings are released, and we're committed to keeping our members informed. Thank you to everyone who contributed their insights, your voices are helping to shape a stronger, more supported future for volunteering in Queensland.



More  
than just  
a meal™



## Flexible Ice Blankets

The water in Flexible Ice Blankets is clean, sterile cold evenly eliminating any

The Ice Blankets will not taminatate food if ruptured and are made approved non-toxic food grade film.



Washable in mild detergent/bleach.

Re-usable and easy to clean.

## Sof-Pac Bags

Our Sof-Pac bags are being used by numerous Meals on Wheels operations around Australia for Hot and Cold Meal Delivery.



When transporting meals, the Sof-Pac bags will main-tain a stable temperature, no matter how hot the ex-ternal temperature is at the time.

Our Sof-Pac bags used in conjunction with Flexible Ice Blankets and Iceepak Insulated Shelves provide the perfect solution for transporting Frozen or Chilled Meals.

Call, Email or Visit our Site:

1300 559 568

[admin@iceepak.com.au](mailto:admin@iceepak.com.au)



## **CELEBRATING MILESTONES:**

### **Meals on Wheels Anniversaries in 2025**

MEALS ON WHEELS SERVICES ACROSS QUEENSLAND ARE MARKING INCREDIBLE MILESTONES THIS YEAR, CELEBRATING DECADES OF DELIVERING MEALS, SUPPORT, AND COMMUNITY CONNECTION.

#### **60 Years of Service (Established 1965)**

ROCKHAMPTON MEALS ON WHEELS	10 MAY 1965
SANDGATE & DISTRICT MEALS ON WHEELS	11 OCTOBER 1965
STANTHORPE MEALS ON WHEELS	22 MARCH 1965

#### **50 Years of Service (Established 1975)**

INNISFAIL MEALS ON WHEELS	4 NOVEMBER 1975
MAREEBA MEALS ON WHEELS	1975
MT GRAVATT MEALS ON WHEELS	1 JULY 1975
TEWANTIN NOOSA MEALS ON WHEELS	7 MAY 1975

#### **40 Years of Service (Established 1985)**

CLERMONT MEALS ON WHEELS	14 OCTOBER 1985
GIN GIN MEALS ON WHEELS	22 APRIL 1985
MILES MEALS ON WHEELS	17 JUNE 1985
TAROOM MEALS ON WHEELS	1 OCTOBER 1985

**THESE MILESTONES ARE A TESTAMENT TO THE DEDICATION OF VOLUNTEERS, THE STRENGTH OF LOCAL COMMUNITIES, AND THE DIFFERENCE A NUTRITIOUS MEAL AND A FRIENDLY VISIT CAN MAKE.**

**CONGRATULATIONS TO THESE SERVICES FOR DECADES OF CARE, CONNECTION, AND COMMITMENT - HERE'S TO MANY MORE YEARS OF MEALS ON WHEELS IN QUEENSLAND!**



# PARTNERING FOR IMPACT

LAYING THE FOUNDATIONS FOR A BOLD AND CONNECTED FUTURE



## rowland. campaigns

Queensland Meals on Wheels™ Ltd (MOWQ) stands at a pivotal moment in its 70-year journey. Guided by the 2024–2027 Strategic Plan and a bold vision for growth, the organisation is ready to strengthen its voice, expand its reach, and reframe the way Queenslanders think about Meals on Wheels™.

To help make this vision a reality, MOWQ has officially partnered with leading strategic communication agency **Rowland**. Together, we're embarking on a transformative journey, one that will shape how we communicate, connect, and inspire for years to come.

For nearly seven decades, MOWQ has provided far more than just meals. Our services foster social connection, combat loneliness, and provide peace of mind to families across the state. As we look ahead to our 70<sup>th</sup> anniversary in 2026, we recognise that now is the time to evolve, to strengthen our message and ensure the next generation understands the value, impact, and relevance of Meals on Wheels™.

This brand transformation project with Rowland begins with discovery and insight. In recent months, this has included:

- Six stakeholder interviews with clients, family members, volunteers, and corporate sponsors
- A widespread online survey, reaching hundreds of members, supporters, and community partners across Queensland
- A strategic workshop, hosted by Rowland, bringing together MOWQ staff and Board members to define our purpose, voice, and future direction

The data and stories collected from this stakeholder engagement phase will form the foundation of an insight-driven campaign, one grounded in real experiences, community perspectives, and the unique challenges and opportunities facing our sector.

This is not just a branding exercise. It's a strategic move to better communicate the essential role Meals on Wheels™ plays in today's ageing and increasingly isolated society. By refreshing our identity and messaging, we aim to deepen emotional connection, increase awareness, and position Meals on Wheels™ as a critical service that enriches lives, every single day.

As the project unfolds over the coming months, we look forward to sharing more about what we're learning and building. This partnership with Rowland marks a new chapter in our story, one that honours the past, celebrates the present, and boldly embraces the future.

Stay tuned as we reveal more milestones from this exciting transformation.



# TEMPERATURE & FRIDGE MONITORING



## MAKING FOOD SAFETY EASY



**[WWW.HLPCONTROLS.COM.AU](http://WWW.HLPCONTROLS.COM.AU)**

- THERMOMETERS
- DATA LOGGERS
- TIMERS
- REMOTE MONITORING
- DIGITAL FOOD SAFETY APP
- THERMOMETER CALIBRATIONS
- + MORE

USE CODE '**MOW10**' FOR **10% OFF**  
YOUR **ONLINE PURCHASE**

**HLP** Controls

**1800 500 160**

**[INFO@HLPCONTROLS.COM.AU](mailto:INFO@HLPCONTROLS.COM.AU)**



# A FRESH DIGITAL FACE

## LAUNCHING A WEBSITE THAT GROWS WITH US



We're thrilled to share the exciting launch of our brand-new Meals on Wheels™ Queensland website, a major digital milestone that reflects our commitment to modernisation, accessibility, and improved support for all who interact with our services.

In June 2024, early planning began to explore ways to refresh and modernise our online presence. Working closely with our long-standing web development partners, Pivotal, the project aimed to deliver more than just a cosmetic update. This upgrade was designed to align directly with the Brand and Digital Marketing pillar of our 2024–2027 Strategic Plan, which prioritises the development of digital tools that better reflect the full scope of Meals on Wheels'™ brand, services, and community impact.

After months of collaboration, content building, and user testing, the new website officially launched at the end of April 2025. While the site is now live, it's just the beginning, with continual behind-the-scenes enhancements already underway to ensure it evolves with the needs of our clients, volunteers, and member services.

### WHAT'S NEW?

The refreshed website offers:

- A cleaner, more modern look and feel
- Improved navigation to help users find what they need faster
- Stronger accessibility features for all users, including older Australians
- A streamlined experience for potential clients, volunteers, and donors

- A newly expanded Members Resource Dashboard, now offering categorised and in-depth resources in preparation for the upcoming aged care reforms set to come into effect on 1 November 2025.

We've also introduced a *How It Works* page, a self-guided learning tool designed to answer common questions about Meals on Wheels™ before people even pick up the phone. This empowers new clients and families to explore our services independently, while also reducing demand on our service teams for introductory queries.

### A WEBSITE WHERE THE JOURNEY NEVER ENDS

One of our core goals in developing the new website was to create a platform where the user journey doesn't stop at a single click. From stories of impact to practical resources and engaging volunteer content, we wanted every visit to reveal something new, building a richer understanding of the essential work Meals on Wheels™ does across Queensland.

This digital platform is not a final product but a growing resource that will continue to be updated and enhanced throughout 2025 and beyond. With more features and content still to come, our website is set to become a central hub for everything Meals on Wheels™, connecting hearts, homes, and communities in more ways than ever before.

**pivotal;**  
agency





# Tray Cakes

## Locally Made, Expertly Crafted.

Sara Lee presents a delicious range of tray cakes that are full-flavoured, rich and indulgent. Carefully made to traditional recipes using the finest ingredients, they're crafted to deliver maximum enjoyment and minimum fuss. Whether it's morning tea, dessert or a special event -these cakes make every moment feel special.

### Why You'll Love Them:

- Made with real ingredients
- Consistent flavour and texture in every slice
- Perfect for customising with fruit, cream or sauces
- No artificial colours, flavours or preservatives

### Easy Prep:

Thaw, slice and serve. No baking required.

**Serves Per Carton:** 32/28  
**Approx Serving Size:** 50-70g  
**Shelf Life:** 2-3 Days Refrigerated  
**Frozen Shelf Life:** 18 Months

**Banana Cake** | Product Code: 8201  
**Carrot Cake** | Product Code: 8204  
**Chocolate Cake** | Product Code: 8203  
**Chocolate Brownie Un-Iced** | Product Code: 8236  
**Chocolate Mud Cake** | Product Code: 8251  
**Lemon Cake** | Product Code: 8312  
**Orange Cake** | Product Code: 8202  
**Sultana Cake** | Product Code: 8222  
**White Chocolate and Raspberry Cake** | Product Code: 8219

For further information on any of our products or to place an order, contact your local Sara Lee representative here:



# STILL ROLLING AFTER 60 YEARS

## HONOURING STANTHORPE'S LOCAL LEGENDS



A remarkable group of long-serving volunteers recognised for their decades of dedication to Stanthorpe Meals on Wheels™

On Tuesday, 18 March, we had the privilege of attending the annual Stanthorpe Volunteers 'Thank You' Luncheon at the International Club. This year's gathering was even more special as it marked the 60th anniversary of Stanthorpe Meals on Wheels™, a tremendous achievement that speaks to the dedication and generosity of the local community.

The large hall was filled with round tables, each adorned with smiling faces of dedicated volunteers and supporters. A board displaying the rich history of Stanthorpe Meals on Wheels™ caught the attention of many throughout the day, as guests reflected on the service's incredible journey. Setting the perfect atmosphere was the wonderful musician, whose melodies provided a warm and celebratory backdrop to the occasion.

Representing Meals on Wheels™ Queensland, Tiana Solley and Jordan Reimers were warmly welcomed by the crisp breeze unique to Stanthorpe, a refreshing change from the early-year warmth of Brisbane.

It was truly an honour to be among such influential figures of the region, including Mayor Melissa Hamilton, Councillor Russell Wantling, James Lister MP (Member for Southern Downs), and a representative from Hon. David Littleproud MP's office.

The luncheon was a heartfelt celebration of the volunteers who make Stanthorpe Meals on Wheels™ the vital service it is today. Volunteer group leaders were recognised for their leadership, and long-serving volunteers were presented with awards for over 25 years of service. By the time all recipients had taken the stage, it was a striking display of the community's unwavering commitment to helping others.

One of the event's highlights was the presentation of a 60th-anniversary trophy to President Frances Hodgson, a testament to the incredible dedication and longevity of the service. Frances had the entire hall in stitches with her witty jokes, bringing laughter and joy to the celebration. It was a moment of immense pride, honouring six decades of compassion, connection, and care.



A massive thank you goes out to the Stanthorpe State High School Hospitality students, who worked tirelessly to cook, serve, and clean up throughout the event. They were run off their feet delivering teas and coffees to the remarkable volunteers, exemplifying the spirit of a close-knit community coming together to celebrate and support one another.

A special mention also goes to Morwenna, the dedicated Secretary, for her outstanding efforts in organising the event and inviting us along. Her meticulous planning and commitment ensured that the luncheon was a seamless and memorable occasion.



Another highlight of the day was the engaging speech that took guests on a journey through the history of Stanthorpe Meals on Wheels™. Their words paid tribute to the many individuals who paved the way for the service to become what it is today.

With 150 dedicated volunteers across 18 community groups, the Stanthorpe Meals on Wheels™ branch is set to deliver close to 10,000 meals this year, a remarkable effort that showcases the power of community and generosity.

Here's to 60 years of service and many more to come!



Meals on Wheels™ Queensland's Tiana and Jordan with Stanthorpe Meals on Wheels™ President, Frances Hodgson, proudly holding the 60th anniversary trophy, celebrating six decades of service, connection, and community pride.

# HALF A CENTURY, FULL OF HEART

On 7 May, Tewanin Noosa Meals on Wheels™ celebrated a remarkable milestone, 50 years of continuous service to the local community.

What began as a small volunteer effort, with meals prepared in home kitchens and delivered in pots from car boots, has grown into a highly organised operation delivering around 400 meals each week across the region. The organisation's humble beginnings, including a flood-prone premises on Hilton Terrace, are a far cry from the commercial kitchen and streamlined service it operates today in Noosaville.

Today, more than 100 dedicated volunteers assist with cooking, cleaning, and delivering meals to clients throughout the area. These volunteers do far more than just deliver food, they provide companionship, welfare checks, and a caring presence that has become an essential part of life for many clients. For some, the Meals on Wheels™ volunteer may be the only person they see all day, making the service a true lifeline.

The 50th anniversary celebration was a chance to reflect on the invaluable role the organisation has played in supporting the health and wellbeing of residents, especially those who are older, isolated, or living with health challenges. The event also acknowledged the incredible commitment of volunteers like Jerry Griffiths, who has been a familiar face in the kitchen for the past 16 years.

Congratulations to the entire team, past and present, for five decades of dedication, care, and connection. Here's to the next 50 years of making a difference, one meal at a time.



# VALE JENNIFER ELLIOT

Jennifer “Jen” Elliot was a cherished member of the Winton community who sadly passed away on 7 March 2025, aged 69.

Jen’s contributions to Winton were far-reaching. As Coordinator of The Waltzing Matilda Centre, she warmly welcomed countless visitors and left a lasting impression on all who came through. Beyond this, Jen dedicated her time and energy to a variety of community groups, including Meals on Wheels™.

Her commitment to Winton Meals on Wheels™ was especially remarkable. Through many funding challenges and contract changes, Jen’s unwavering focus was always on the clients. She ensured every detail was managed with care and dedication, making certain that those who relied on the service received the very best support.

Jen’s legacy of kindness and community spirit will be remembered fondly by all who knew her.



**RHQ**

REFRIGERATION HOUSE OF QUEENSLAND

**SERVICE**

ALL SUBURBS - 24HRS - 7 DAYS

**3808 6000**

REPAIRS - MAINTENANCE - DESIGN - INSTALLATION

**COMMERCIAL REFRIGERATION ELECTRICAL GAS & APPLIANCES**

[www.rhq.net.au](http://www.rhq.net.au)

# MILES. MEALS. 40 YEARS.

**SERVING WITH HEART SINCE 1985**



Pam Fawcett, President, and Shayna, Granddaughter of founding President Bet Little, share a special moment cutting the 40th anniversary cake.

On June 17, 2025, the town of Miles came together to celebrate a milestone of compassion, commitment, and community care, the 40th anniversary of Miles Meals on Wheels™.

The service, which first rolled out in 1985, began with a vision and a knock at every door. Spearheaded by founding President Bet Little, the newly formed committee set out to canvass the entire town to gauge support. Their efforts quickly paid off, with 14 residents signing up for the vital meal delivery service, marking the humble but determined beginnings of what would become a cornerstone of support for the community's elderly and vulnerable.

Four decades later, that same spirit of giving and grassroots action was alive and well at the anniversary celebration. Held on the exact date of the first delivery, the event featured a hearty two-course lunch of pumpkin soup followed by a choice of roast chicken or beef, a menu that paid homage to the nourishing comfort that Meals on Wheels™ continues to provide.

In a heartwarming gesture that bridged generations, the meal was served by the enthusiastic Year 6 students from Miles State School. Their presence symbolised not only the service's enduring legacy but also the continued community involvement it inspires.

The day was made even more special by the attendance of both past and present volunteers, the people who have been the lifeblood of the organisation over the years. A touching moment came when the anniversary cake was cut by President Pam Fawcett, joined by Shayna, the Granddaughter of founding President Bet Little, a poignant nod to the intergenerational impact of the service.

As Meals on Wheels™ Miles looks to the future, the 40th birthday celebration served as a powerful reminder of what can be achieved when a community comes together to care for its own. From a simple knock on the door to thousands of meals delivered with love, the journey of Miles Meals on Wheels™ is a story worth celebrating, and continuing.



A golden milestone captured in cake and trophy, honouring four decades of care in Miles.

## IN LOVING MEMORY OF PAM



Since the time of publication, we are saddened to share that Pam has passed away following ongoing health challenges.

Pam dedicated over 30 years of service to Miles Meals on Wheels™, including three years as Secretary and an extraordinary 28 years as President. Prior to her time on the Management Committee, she also delivered meals, embodying the spirit of service in every role she took on.

Pam's warmth, leadership, and unwavering commitment will be deeply missed by the Meals on Wheels™ family and the wider community.



# Iceepak Australia

## Heat Packs

Iceepak Australia have developed a new Heat Pak. This is the ideal solution for keeping meals hot during deliveries. Our Heat Packs are now used by Meals on Wheels organizations across Australia and are an excellent solution for keeping Meals Hot.

Made in Australia  
using Natural, Organic  
Phase Change Materials



## Testimonials

"Dealing with Adam and Ronan at Iceepak is always a pleasure. Ordered items arrive promptly and are a vital component to the success of our service. Highly recommend."

**-Jules Delgado, Gympie Meals on Wheels**

"I would like to thank you for the friendly and prompt service you supplied in the quoting, ordering and the delivery of the SP018 SOF-Pac Bags for our Meals on Wheels service. I will definitely use this business again."

**- Greg Spann, Westmont Community Care**

Call, Email or Visit our Site:

1300 559 568

[admin@iceepak.com.au](mailto:admin@iceepak.com.au)



# TULLY, MEALS & THE GOLDEN YEARS

## CELEBRATING 45 YEARS OF HEART AND SERVICE

Tully Meals on Wheels™ recently marked a major milestone, 45 years of continuous service to the local community. Nestled in Far North Queensland, Tully is a tight-knit town of just over 2,000 residents, renowned for its record-breaking rainfall (immortalised by the Golden Gumboot monument) and its vital contribution to Queensland's agricultural economy.



The iconic Golden Gumboot in Tully, with cloud-capped Mt Tyson standing proudly behind.

The Tully Sugar Mill remains the economic engine of the town, while sugar, banana, cattle, and tropical fruit farming continue to provide employment and export value across the region. In a place where industries work hard and neighbours look out for one another, community groups like Tully Meals on Wheels™ embody the very spirit that defines the town.



L to R - Dion Hawket, Sue Robson, Pauline Edwards, Marilyn Weigand and Carol Carstan.



L-R Jan Pease, Sue Robson, Di, Terry Ryan, Renata Veiro, Marilyn Weigand, Carol Carstan, Chrissy Argros

A special mention was made of Pauline Edwards, who has been with Tully Meals on Wheels™ since its inception. Her dedication and long-standing service are a shining example of the spirit that has kept the organisation going strong for nearly half a century.

For 45 years, Tully Meals on Wheels™ has remained a lifeline for many, delivering more than just meals, offering connection, care, and community spirit.

### HERE'S TO THE NEXT 45!



Mr Shane Knuth, State MP for Hill, addressing attendees at the Tully Meals on Wheels™ 45th anniversary event.



Trish Lardi, Lorraine Cargnello, Corrina Cargnello, Veronica Lizzio, Leslie Marker, Kenny Blair.

# FROM MEALS TO MEANINGFUL MOMENTS

## 40 YEARS OF TARA MEALS ON WHEELS™



The Tara Meals on Wheels™ team alongside MOWQ's Senior Area Manager, Rachael, and Sector Support Officer, Kerrianne, celebrating 40 years of meals, memories, and community connection.

On 4 June, the Tara Neighbourhood Centre came alive with celebration, appreciation, and community spirit as residents, volunteers, and staff gathered to mark an extraordinary milestone, 40 years of unwavering service by Tara Meals on Wheels™.

Established on April 1st, 1985, Tara Meals on Wheels™ has grown into far more than a meal delivery program. It has become a vital thread in the fabric of the community, a source of nourishment, companionship, and human connection for those who are elderly, isolated, or in need. What began as a humble initiative has blossomed into a lifeline for many, thanks to the selfless dedication of its volunteers.

Today, 12 devoted volunteers ensure the delivery of approximately 579 meals each year. But the impact of their work goes well beyond food. With every delivery, they offer a warm smile, a friendly conversation, and a reminder that no one in the community is forgotten.

The 40th anniversary celebration served as a moving tribute to everyone who has contributed to the program's enduring success. Attendees enjoyed a shared meal, exchanged memories, and reflected on the profound difference made by Tara Meals on Wheels™ over the past four decades.

Stories of generosity, resilience, and community care echoed throughout the day, reminding all present of the deep roots and lasting legacy of this cherished service.

It was a day filled with heartfelt gratitude and renewed commitment, a celebration not only of the past but also of a future filled with promise. Here's to the remarkable volunteers, past and present, whose kindness continues to nourish both body and soul. And here's to the many more years ahead, as Meals on Wheels™ continues to make a difference in Tara, one meal, and one meaningful connection, at a time.



Shirley Stephens proudly holding the anniversary trophy, a symbol of the service's incredible community spirit.

# THANK YOU, JACQUI

## ONE CHAPTER ENDS, BUT THE KETTLE'S STILL ON

After 13 years of dedicated service, Jacqui Turner has officially retired from her role at Meals on Wheels™ Cairns. Throughout her time with us, Jacqui played a pivotal role in coordinating our volunteers and supporting office operations, navigating significant challenges including major weather events and the complexities of the COVID-19 pandemic. Her commitment, adaptability, and warmth have made a lasting impact on our team and the wider community.

We marked Jacqui's retirement with a morning tea attended by staff and volunteers, many of whom began their journey with Meals on Wheels™ under Jacqui's guidance. It was a heartfelt occasion, reflecting on her years of service and the meaningful relationships she built during her time with us. We were pleased to capture some lovely photographs on the day, including moments with our President Pat Bailey and Vice President Jon Cleary.



While Jacqui is stepping back from her official duties, she won't be a stranger. She's assured us she'll visit from time to time for a cup of tea, a chat with the team, and perhaps even lend a hand when needed.

As Meals on Wheels™ Cairns continues to grow in response to the needs of our ageing population, we are grateful for the strong foundations laid by committed individuals like Jacqui. Her legacy will continue to shape our work for years to come.

On behalf of all of us at Meals on Wheels™ Cairns, we extend our heartfelt thanks to Jacqui for her service and wish her a happy, healthy, and fulfilling retirement, along with safe travels as she visits family back in England.



### CAIRNS SET TO OPEN NEW FACILITY THIS AUGUST

As we farewell Jacqui, a new chapter begins for Meals on Wheels™ Cairns.

The purpose-built facility in Westcourt is set to open its doors this August, providing a modern, efficient hub to support the growing community. With more space for meal preparation, improved volunteer amenities, and a welcoming environment for all, this new home represents the future of Meals on Wheels™ in Cairns, built on the foundations laid by dedicated team members like Jacqui.



# MEALS ON WHEELS™ ON THE ROAD

## CONNECTING COMMUNITIES AT EXPOS ACROSS QUEENSLAND



From regional towns to coastal cities, Meals on Wheels™ Queensland has been proudly hitting the road throughout the first half of 2025, attending a series of Community Expos across the state. These events, which bring together both Disability and Seniors Expos under one roof, give us the chance to connect with locals, share who we are, and highlight how our services support independence and wellbeing across all life stages.

Our expo journey began in Bundaberg on Friday, 28 March, where the local PCYC played host to a lively and well-attended event. With people from all walks of life stopping by, it was a fantastic way to kick off our calendar. Huge thanks to Gail, Jess, and Ron from Bundaberg Meals on Wheels™, as well as Glennis from Gin Gin Meals on Wheels™, for being our friendly local faces on the ground. Their insights and community connection brought extra meaning to every conversation. We were also fortunate to spend time with David Batt, Federal Member for Hinkler, and discuss the importance of ongoing support for local services like ours.

Next up, the expo trail took us north to Cairns, where the sunshine delivered and the crowds rolled in. Hosted at the Cairns Showgrounds on Tuesday 20 May, this expo attracted hundreds of attendees through the doors, each seeking information, support, or simply a chat. A huge shout-out to Larissa, a brand-new team member from Cairns Meals on Wheels™, who stepped up for her first expo experience after just two shifts on the job. She was a natural, speaking confidently about our services and learning on the fly. A special thanks also goes to Chris, General Manager of Cairns Meals on Wheels™, for coordinating local involvement and ensuring we were well supported on the day.

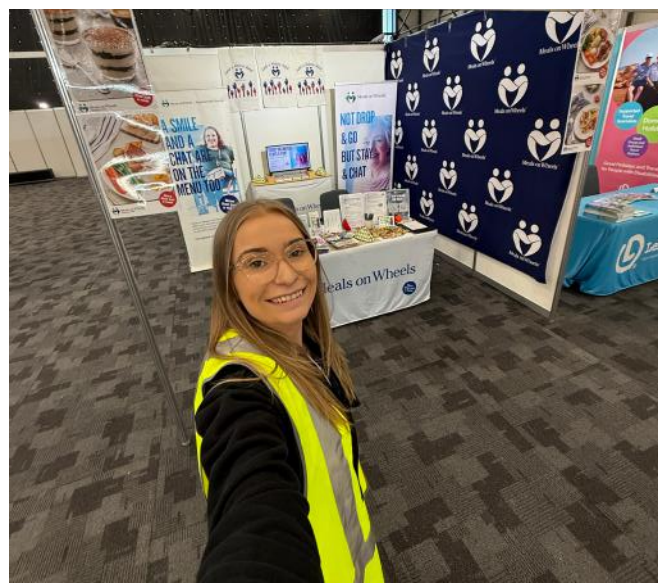
Next, we travelled down to Townsville, where the Regional Disability Expo (+ bonus seniors expo) took place at Townsville Stadium on Friday, 23 May. As the largest of the regional expos, this event was buzzing with energy and interest all day long.

Representing the local Meals on Wheels™ service was long-time volunteer Janelle, whose bright smile and boundless energy made her an absolute standout. Her local knowledge and passion for the cause helped visitors feel informed and empowered.

To wrap up this leg of the expo season, we set up shop at the Gold Coast Disability Expo, held across two big days, Friday 6 and Saturday 7 June, at the Coomera Indoor Sports Centre. These multi-day events are always a wonderful opportunity to speak with a broad cross-section of the community. Whether it was carers seeking practical support, older Queenslanders exploring their options, or families curious about our services, the Gold Coast event once again reminded us just how far the Meals on Wheels™ message can travel when shared face-to-face.

Across all four expos, a recurring theme stood out: many people still don't realise the full breadth of what Meals on Wheels™ offers. These events gave us the chance to explain that we're not just a meal delivery service, we're a connection, a safety net, and a trusted part of the community fabric for people of all ages and abilities.

A heartfelt thank you goes to Sharon Fulwood, who tirelessly coordinates the Regional Disability Expos. Without her, our presence at these expos wouldn't be possible, and we wouldn't have the chance to meet so many people who can benefit from our services.



Jordan, MOWQ's Marketing and Communications Lead, all set and excited to connect at the Gold Coast Disability Expo

Did you know that over 50% of Australians living with disability face barriers to accessing services?

Add to that the increasing needs of our ageing population, and the value of Meals on Wheels™ role in the community becomes clearer than ever. These expos are more than just events, they're springboards for action, connection, and support. If you'd like to be involved in a future expo or help represent Meals on Wheels™ Queensland in your region, please reach out to our Marketing and Communications Lead or your Area Manager.

Together, we're building a stronger, more connected Queensland, one conversation at a time.



# SUPPORT AT HOME IN DARLING DOWNS

As winter settled over Queensland's Western Region, Meals on Wheels™ Queensland set out on a purposeful journey, bringing knowledge, guidance, and connection to local services through a series of Support at Home forums.

The tour began in mid-June with a well-attended forum in Toowoomba. Representatives from services across the region, including Crows Nest, Pittsworth, and Stanthorpe, gathered to hear updates and share experiences around the evolving aged care landscape. With a chill in the air but a clear sense of shared purpose, the forum sparked valuable discussions and reinforced the strength of the Meals on Wheels™ network.

From Toowoomba, the team continued west to Miles and Chinchilla, delivering forums and supporting local services in these important rural hubs. While in Chinchilla, Meals on Wheels™ Queensland also took the opportunity to run focused training sessions for staff, volunteers, and committee members.

These sessions covered critical topics such as Work Health and Safety (including the increasingly important area of psychosocial safety) and Incident Management, equipping teams with tools to continue delivering care safely and confidently.

A highlight of the Chinchilla visit was meeting Pam, the newly appointed Service Coordinator, who steps into the role with great energy and enthusiasm. The occasion was also marked with heartfelt thanks and a fond farewell to Wendy Boshammer, who retires after an outstanding 15 years of dedicated service to Meals on Wheels™ Chinchilla.

The Western Region may bring a different kind of cold, but the warmth and resilience of its communities shine through. Meals on Wheels™ Queensland is proud to support these services and will continue to walk alongside them as the aged care sector moves forward.



# RECONNECTING, REFLECTING & RECHARGING



In May, we hit the road for our Far North Queensland (FNQ) and North Queensland (NQ) Forums and what a journey it was! These forums were not just meetings, but truly special opportunities to rebuild vital connections and celebrate the strength of our community services. With teams coming together from across the regions, it was an inspiring reminder of the power of collaboration.

Our FNQ Forum brought together an incredible turnout with 25 attendees, hosted in the welcoming space of Barlow Park Sports Management in Cairns. A huge thank you to Cairns Meals on Wheels™ and the Barlow Park team for their generous support and hospitality. It's always a privilege to meet the amazing volunteers and staff from our regional services in person, to hear their stories, and to share in both their challenges and triumphs.

The forum's focus was centred around the ongoing Aged Care Reforms, unpacking what's changing, what's staying the same, and what it all means for those on the ground.

We were especially fortunate to be joined by Greg Klauss, FNQ Network Officer from the Department of Health. Greg's presence brought valuable insight and assurance, reinforcing that we are on the right path in our messaging. His input also opened important dialogue about the potential stress points for our volunteers as new policies and obligations come into play. This collaboration with the Department of Health, Disability and Ageing (DOHDA) was incredibly well received.

From Cairns, the roadshow rolled into North Queensland, where we were warmly welcomed by the Ingham team. A special thanks for the delicious lunch and homemade treats and for hosting us under the awning of their beautiful new building, complete with that signature fresh country air. The NQ group, as always, brought fantastic energy, ideas, and engagement to the table.

What stood out across both forums was the unwavering resilience of our regional teams and their "let's just get it done" attitude. The spirit of community, dedication, and adaptability continues to inspire us every day.

We extend our heartfelt thanks to all the services that encouraged staff to travel and attend, contributing to the rich discussions and knowledge-sharing. And to the many volunteers who carved time out of their busy schedules, often travelling long distances, to be with us: thank you. Your commitment is the heartbeat of everything we do. Together, we're not just navigating change, we're shaping the future of care in our regions.

**THANK YOU, THANK YOU, THANK YOU.  
YOU ARE ALL TRULY AMAZING.**

# VALE ROBERT “BOB” BENTLEY

Robert “Bob” Bentley, a cherished volunteer with Mount Isa Meals on Wheels™, passed away on 6 June, 2025, at the age of 80. For over a decade, Bob was the heart and soul of the organisation, dedicating himself tirelessly to its mission.

From collecting groceries with his wife, Edi, to carving roasts, serving up and labelling meals, to delivering meals to clients, no job was too big or small. Bob would often return in the afternoon to serve those who had been out on social outings or doctors’ appointments and missed their meal delivery earlier in the day. Bob’s commitment knew no bounds. He also served on the Executive Committee and held the role of Secretary for many years, contributing significantly to the organisation’s operations and growth.

Bob’s kindness and dedication left an indelible mark on the Mount Isa community. He was not just a volunteer but a true gentleman, embodying the spirit of service and compassion. His passing is a profound loss, and our thoughts are with his beloved wife, Eddie, and their extended family during this difficult time.



# Bulla Food Service



**4015**  
Bulla Thickened  
Cream 5L



**4014**  
Bulla Cooking  
Cream 5L



**6010**  
Bulla Imitation  
Cream 5L



**6020**  
Bulla Sweetened  
Imitation Cream 5L



**5000127**  
Bulla Dollop  
Thick Cream 2L



**4045**  
Bulla Dollop  
Thick Cream 5L



**5000126**  
Bulla Premium  
Sour Cream 2kg



**7016**  
Bulla Vegetarian  
Light<sup>®</sup> Sour Cream 5L



**5000125**  
Bulla Light<sup>®</sup>  
Sour Cream 2kg



**7003**  
Bulla Light<sup>®</sup>  
Sour Cream 5L



**6021**  
Dream Whip Whipped  
Dairy Cream 250g



**9013**  
Bulla Cottage Cheese  
Original 500g



**8320**  
Bulla Greek Style  
Natural Yoghurt 1kg



**5000561**  
Bulla Australian Style  
Natural Yoghurt 100g



**1111**  
Bulla light Vanilla  
Party Cup 100mL



**8143**  
Bulla Deli Style  
Sweetened Yoghurt 10kg



**Meals on Wheels<sup>™</sup>**  
Queensland



**care, craftsmanship, passion**  
**for more information, please contact**  
**Tracy Fyfe** (Account Manager QLD )  
tracy.fyfe@bulla.com.au | 0438 786 140  
www.bullafoodservice.com.au

# QCOSS BUDGET BREAKFAST



Meals on Wheels™ Queensland team at the QCOSS Budget Breakfast, advocating for vulnerable seniors and community-led solutions.

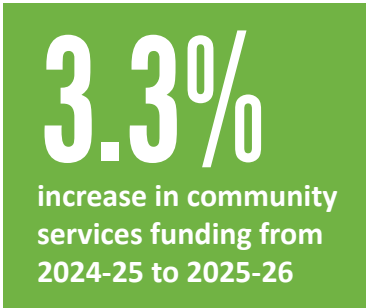
On Friday 4 July, Meals on Wheels™ Queensland proudly joined 350 community sector leaders at the QCOSS Queensland Budget Breakfast in Brisbane.

Hosted by QCOSS (Queensland Council of Social Service), the event brought together government representatives and frontline organisations to unpack what the 2025–26 State Budget means for Queenslanders doing it tough. With speeches from Treasurer Hon. David Janetzki MP and Minister Hon. Amanda Camm MP, the morning sparked valuable conversations about grassroots impact, service delivery, and the need for ongoing partnership with government. The Treasurer made particular mentiWon of the need for community organisations to focus on measuring their impact, both on the people they support and the services they are entrusted to deliver.

Meals on Wheels™ Queensland welcomed the emphasis on community-led solutions and support for vulnerable Queenslanders, especially seniors. With more than \$80 billion of the \$100 billion budget allocated to community-facing services, it’s essential that these investments reach those who rely on them most.

For Meals on Wheels™, budget outcomes directly affect our ability to support older Queenslanders to live independently, stay nourished, and feel connected. Events like this remind us how vital it is that organisations like ours have a seat at the table.

A big thank you to QCOSS for their continued leadership in championing the community sector and for creating space where policy and practice can come together to drive real change.





Jordan Reimers, MOWQ Marketing and Communications Lead, alongside Abigail Chambers, MOWQ Board Director and Company Secretary, connecting and exchanging ideas at the QCOSS Queensland Budget Breakfast.

**EnviroChill** will simplify  
your food safety records  
and prevent food waste.



► **DIGITAL FOOD SAFETY** ► **AUTOMATED TEMPERATURE RECORDS** ► **PREVENT FOOD LOSS**

Say goodbye to manual temperature checks, paper records and checklists,  
use technology to simplify and automate your kitchen's food safety.



The IntelliGuard digital food safety platform from  
EnviroChill is a smarter, simpler way to manage  
your food safety compliance.

[WWW.ENVIROCHILL.COM.AU](http://WWW.ENVIROCHILL.COM.AU) | Call today for your free demonstration. TRINITY BOND - 0415 168 729

# GIN GIN WELCOMES THE GOVERNOR



A moment of pride for our community as Her Excellency the Honourable Dr Jeannette Young AC PSM and Mr Graeme Nimmo RFD visit Gin Gin Meals on Wheels™ to celebrate the dedication, compassion, and connection that define our local service.



# Meals on Wheels

My Meals on Wheels has come today  
To those fine folks, I'd like to say  
A big thank you for feeding me  
They come: they go: all voluntary  
Out of the goodness of their hearts  
Their charity here never parts  
In sun and rain and cold and warm  
Even in a summer storm  
With a smile and a cheery, Hi  
And a happy wave goodbye  
Until they come again tomorrow  
There is no sadness or sorrow  
When Meals on Wheels volunteers  
Deliver meals, and there's no tears  
In their friendly, fine demeanour  
Meals on Wheels, there's no one keener  
A breath of fresh air to us all  
When Meals on Wheels comes to call.



# MEALS ON WHEELS™ RECIPE RESOURCE

## BERRY CHEESECAKE



## Berry Cheesecake



### Ingredients

750g Sweet biscuits  
100ml Milk  
100g Butter, melted  
600ml Thickened cream  
800g Cream cheese, softened  
200ml Juice from a can of berries  
Strawberry sauce to serve

### Method

1. In a food processor, blitz the biscuits into a fine crumb. Add the melted butter and milk and stir until combined.
2. Press this mixture into the base of a cheesecake pan and leave at room temperature to soften.
3. Whip cream in a separate bowl until soft peaks form.
4. Combine the cream cheese, berry juice and the cream.
5. Pour mix over the prepared base. Chill for 4 hours or until set.
6. Cut into slices and serve with a drizzle of thick strawberry sauce.



Call 1300 90 97 90  
For help, or to help



Meals on Wheels<sup>TM</sup>

**ACN** 624 466 084

**Office Address:** Unit 16 | Cameron House | Strathlink  
27 South Pine Road | Brendale | QLD | 4500

**Postal Address:** PO Box 2393 | Strathpine Centre | QLD | 4500

**All phone enquiries to be directed to State Office:**

**Phone:** 07 3205 5588

**Email:** [info@qmow.org](mailto:info@qmow.org)

**Web:** [qmow.org](http://qmow.org)



**MEALS ON WHEELS<sup>TM</sup> QUEENSLAND LTD IS SUPPORTED BY FINANCIAL ASSISTANCE FROM  
THE AUSTRALIAN GOVERNMENT AND THE QUEENSLAND GOVERNMENT**

*The inclusion of advertising in this magazine does not constitute any endorsement of these products by  
Meals on Wheels<sup>TM</sup> Queensland Ltd.*