



Beautiful One Day Flooded the Next!

Debra Tape - CEO



Meals on Wheels
Queensland

VISIONS OF MOW JANUARY 2011



CENTENARY MOW
SOUTH BRISBANE



ROCKHAMPTON – CENTRAL QLD



BUNDABERG – CENTRAL QLD



CARDWELL NORTH QLD



TOWNSVILLE – NORTH QLD



NO ONE WAS LEFT UNTOUCHED!

CEO's Neighbour, Karalee,
Ipswich



QMOW President's Home



QMOW STAFF PITCH IN!



Lending a hand at Western Suburbs Meals on Wheels



TOTAL IMPACT



Loss of Life

1 x client – Gatton

1 x staff member's spouse – Murphy's Creek

Property Damage

1 x total service loss – Centenary

28 Services in total suffered some damage and/or stock loss

Approx 300 volunteers lost homes and property

Stock Losses

Stock loss counted to date - \$280,000

HOW DID WE RESPOND?



TECHNOLOGY

- FACEBOOK
- BULK EMAILS
- WEBSITE
- MOBILE PHONES

What Did We Do Well!



- Followed Disaster policies – each local service has a disaster plan with alternative suppliers.
- Had Contact with every service via the Regional Support Officers
- Every service made contact with every client
- Worked together to share premises, meals, volunteers
- Had the ability to immediately follow up on ministerial requests
- Other States called and offered assistance

What we would do differently!



- Meals on Wheels have available volunteers who are trained and registered. A closer working relationship/partnership with other organisations would have been beneficial instead of adhoc volunteering.
- QMOW to have a specific Disaster Plan that could include specific tasks for each Regional Support Officer.
- Generators became an important piece of equipment to have readily available.
- Better information on services in each area at hand
- Local Services who were affected now have a duplicate copy of client information held in a separate area.

Finally!



Thank you for those who offered assistance

More than ever before we have realised the importance and relevance of our close knit Meals on Wheels Network.

**MEALS ON WHEELS SERVICES
QUEENSLAND
THANK YOU FOR YOUR SUPPORT!**