

Wingecarribee Food Services Co-operative



Meals on Wheels
Southern Highlands

Client Handbook



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Welcome

Wingecarribee Food Services Co-op Meals on Wheels provide a variety of services which will improve and enhance people's quality of life. We deliver nutritional meals to people's home, to suit specific needs. As well as this, Wingecarribee Food Services Co-op Meals on Wheels provides a variety of 'other food services' which assist people to remain independent and socially connected in your community. Meals on Wheels provide **much more than just a meal!**

Our professional team of staff and volunteers will listen to people's needs and assist them to develop a care plan which focuses on personal wellness and reablement goals. Our aim is to ensure that each person is able to achieve optimum health and see improvement in their quality of life.

We have over 120 volunteers currently engaged in our service. Duties are varied and include tasks such as: meal delivery; administration work; bus driving; social support; marketing; meal preparation among others. We recognize the value of volunteers to our service and our community and make every effort to ensure that volunteers are supported to undertake their role.

This handbook provides an overview of Wingecarribee Food Service Meals on Wheels and a guide for volunteers of this service. We also have a Policy and Procedure Manual which is available in the Meals on Wheels office (or on the website). Please speak with staff if you have any questions or concerns.



History

Meals on Wheels originated in Britain during the Second World War assisting frail older people who needed help to stay in their own homes.

In Australia, Meals on Wheels commenced in 1952 in South Melbourne with a lady on a tricycle delivering meals. Following this, the Red Cross commenced delivering meals to those in need.

In March 1957 Sydney City Council started Meals on Wheels in NSW. In the first week 150 meals were cooked in the Town Hall for inner city dwellers. The cost of the meal then was two shillings, which is approximately 20 cents today.

From its inception over 60 years ago, Meals on Wheels has grown to become a driving force of care in the community. In the course of a year, more than 78,700 volunteers deliver over 14.8 million meals to about 53,000 recipients Australia wide in cities, regional and rural areas. Of these, 35,000 volunteers in NSW deliver about 4.5 million meals each year.

In the Wingecarribee Shire Meals on Wheels is currently managed by a Management Board, comprised of 7 volunteer members of the community with expertise and skills in business management and community service delivery.

A number of part time permanent staff are employed by Wingecarribee Food Services Co-op Meals on Wheels. The organisation also engages volunteers to assist in the meal delivery and other operational areas.

Vision

The vision of Wingecarribee Food Services Co-op Meals on Wheels program is to assist frail older people living in the community to maximize their independence and to remain at home as long as they can and wish to do so. Wingecarribee Food Services Co-op Meals on wheels provide an efficient, effective service which is underpinned by a strong focus on reablement and wellness.

Values

Enabling people to remain independent in their own homes through the provision of nutritious, quality and affordable food and services in the Wingecarribee Shire. With a wide range of meal and delivery options to suit everyone, how, when and where our service users enjoy their meals is their choice! Frozen or chilled, delivered or picked up. You can even choose what vegetables you have or don't have.

“More than just a Meal” the WFS team pride themselves on going above and beyond to ensure that every experience is a positive one.

Eligibility

Wingecarribee Food Services Co-op Meals on Wheels are available to those people funded by the Australian Government under the Commonwealth Home Support Program (CHSP) and eligibility is determined by My Aged Care national entry point.

Meals on Wheels are available to carers of older people or those with a disability. The Carer Gateway is a new national website and phone number to help carers access information and advice and connect with services in their local area. It is the first stage of the Australian Government's Integrated Plan for Carer Support Services. Carers can use the Carer Gateway online at www.carergateway.gov.au or by calling 1800 422 737 (Monday to Friday, 8am to 6pm).

Meals on Wheels are also available to people with a disability and those who are not eligible for funding assistance, but who wish to purchase meals on a full cost basis listed as non-eligible price on our menus.

Assessment

My Aged Care is the national entry point for those who require aged care services over the age of 65 years and 50 years for Indigenous Australians. www.myagedcare.gov.au or 1800200422. Your local Meals on Wheels can assist clients to access My Aged Care.

Once eligibility is determined by My Aged Care you will be assessed by the Australian Government's Regional Assessment Services (RAS). During a RAS assessment you will be asked if you would like to nominate a specific organization to meet your needs, you are welcome to list our Meals on Wheels services as a 'preferred service' if you wish.

Wingecarribee Food Services Co-op Meals on Wheels may then complete other assessments to determine specific needs (such as dietary requirements, care plan goals, home visit assessments). We can commence services immediately and will work with you to ensure that your individual needs are met.

Fees

Fees to clients generally include the cost of the ingredients and production of a meal. Meal prices vary between services, due to the model of service delivery and the individual circumstances of meal services in each area. Fees assist the organization to expand service to others in need and improve service delivery

If clients are experiencing financial difficulty and are unable to pay for the cost of their meal they should speak with the Service Coordinator. Wingecarribee Food Services Co-op Meals on Wheels can assist the client by making referrals for financial assistance and or case management and may negotiate or waive the fee if necessary. NSW Meals on Wheels Association have a short term, temporary subsidy available for clients who are financially disadvantaged.

Flexible payment arrangements are available and Client contributions can be paid via:

- Direct debit
- Centre pay deductions

- Cash (at the office)
- Cheque
- Card (at office or over the phone)

Meal costs

Soup and bread roll	\$2.25	Main Meal	\$6.10
Small Portion	\$5.35	Large Portion	\$6.85
Dessert	\$2.55	Salads	\$5.35
Biscuit Barrel	\$3.80	Sandwiches	\$3.80

Chilled meals

These are specially processed by the method known as “Blast Chilling” which is temperature reduction in a very short time.

The advantages of this method are:

- * Better nutritional value, as meals have not been frozen
- * Helps maintain independence
- * Allows meals to be frozen if not required on that day.

Storage of chilled meals

All portions of the meals should be stored in the bottom section of your fridge on arrival. Your fridge should be checked regularly for temperature change. Maximum holding temperature is 4c. Any portion of the meal not eaten by the USE-BY date should be discarded. The meal can be safely frozen, if it has been stored in the fridge on arrival and has not exceeded the USE-BY date. The frozen use by date is an extra 90 days from listed use by date.

Frozen meals

Frozen meals should be stored in the freezer immediately they are received and kept there until ready to be defrosted for consumption.

Meals should be defrosted for 24 hours in the refrigerator before heating. After thawing, portions must be consumed within 12 hours or discarded.

Heating of chilled meals

Heating your meal can be done simply in a microwave or oven. The following instructions are only estimations; they will vary with each appliance. If you are having difficulties please contact the Service Manager.

OVEN Leave lid on and place in oven at 180c for 20 minutes. Heat soup in a small saucepan on top of the stove.

MICROWAVE SOUP - can be heated in the container but it will need to be stirred halfway through heating time. TEMP: HIGH for 2 minutes from chilled or 7 minutes from frozen

MAIN MEAL –leave lid on, place meal in centre of microwave so that it doesn't touch the walls as this can cause arcing. TEMP: HIGH FOR 4-5 MINUTES.

If not heated through, stir food and return to microwave for a further minute or until hot.

Heating of frozen meals

The best practice is to defrost the meals in the fridge for 24 hours before heating then you can follow the instructions above. If you do want to heat from frozen we recommend placing the meal in the microwave for 5 mins on high.

Delivery

Unless notified otherwise, meals will be delivered before 12.00pm on:

- MONDAY Monday and Tuesday meals
- WEDNESDAY Wednesday and Thursday meals
- FRIDAY Friday, Saturday & Sunday meals

(Meals are delivered on the week prior to Public Holidays where possible. Clients are advised in writing of any changes to deliveries).

What will happen if you are not home when your meal is delivered? We cannot leave the meal where it might spoil or be contaminated so you must make alternative delivery arrangements with us.

MEALS WILL NOT BE LEFT IN ESKYS OR CONTAINERS.

For out-lying areas we can provide frozen deliveries once a week. Please contact our Service Manager for details.

Collection of monies

Volunteers collect fees every fortnight from your home.

Each Monday (or day of your delivery) per fortnight an envelope will be delivered to you by the volunteer delivering your meals. The envelope will state how many meals you have received in the billing fortnight and how much money you owe. Please place cash or a cheque in the envelope and it will be collected the following day you receive a delivery by the volunteer. Alternatively you can electronically transfer funds to the listed bank account with your name as the reference, or pay by card at the office or over the phone or you can sign instruction authorising the debit of your card each fortnight.

Cancellations

We understand your circumstances may change, therefore please let us know straight away if you no longer need your meal service by calling the office on insert phone number. You may be required to pay for your meal if sufficient notice is not provided. You can always pause the service for an agreed time if you are away or are overstocked with meals. Just call us to discuss we offer a very flexible service.

Management & Staff

Wingecarribee Food Services Co-op Meals on Wheels is a Not for Profit organisation. The role of the Board of Management and Staff is outlined in the Co-operative rules and in the organisations Policy and Procedures Manual. The structure of the organisation is also outlined in the policy and procedures manual, along with delegated lines of authority.

All staff and volunteers undergo National Police Check screening process and have a current police check.

Professional Code of Ethics

Meals on Wheels is committed to a Professional Code of Ethics. A professional code of ethics provides a framework of professional behavior, values and principles for employees Meals on Wheels.

The following values are central to a professional code of ethics:

- Integrity
- Honesty
- Respect
- Justice
- Courage
- Community and social responsibility
- Cultural awareness
- Inclusiveness.

Client Rights & Responsibilities

Wingecarribee Food Services Co-op Meals on Wheels understands that each client has rights which must be upheld by the organisation. They also have responsibilities which they should be aware of. The organisation will ensure that the Charter of Rights and Responsibilities for Community Care is displayed in the facility and is furthermore provided to all clients upon initial intake/entry to the service.

https://www.dss.gov.au/sites/default/files/documents/03_2015/charter_of_care_recipients_rights_responsibilities_-_home_care_aug_20_2.pdf

Clients of the organisation are required to provide sufficient notice to staff if they don't require a meal.

They are also required to:

- Treat volunteers and staff with respect
- Provide accurate information during assessment and reassessment
- Notify staff/volunteers when possible when any major changes occur which may affect service delivery
- Ensure where possible that the house is safe for volunteers and staff entering



Australian Government

Department of Social Services

**Charter of Care
Recipients' Rights and
Responsibilities –
Home Care**

*Aged Care Act 1997, Schedule 2 User Rights Principles 2014
(amended on 27 February 2017)*

1 Care recipients' rights - home care

General

(1) Each care recipient has the following rights:

- (a) to be treated and accepted as an individual, and to have his or her individual preferences respected
- (b) to be treated with dignity, with his or her privacy respected
- (c) to receive care that is respectful of him or her, and his or her family and home
- (d) to receive care without being obliged to feel grateful to those providing the care
- (e) to full and effective use of all human, legal and consumer rights, including the right to freedom of speech regarding his or her care
- (f) to have access to advocates and other avenues of redress
- (g) to be treated without exploitation, abuse, discrimination, harassment or neglect.

Consumer Directed Care - choice and flexibility

(2) Each care recipient has the following rights:

- (a) to be supported by the approved provider:
 - (i) to set goals in relation to the outcomes he or she seeks from home care
 - (ii) to determine the level of ongoing involvement and control that he or she wishes to have in the provision of the home care
 - (iii) to make decisions relating to his or her own care
 - (iv) to maintain his or her independence as far as possible
- (b) to choose the care and services that best meet his or her goals and assessed needs and preferences, within the limits of the resources available
- (c) to have choice and flexibility in the way the care and services are provided at home
- (d) to participate in making decisions that affect him or her
- (e) to have his or her representative participate in decisions relating to his or her care if he or she requests it or if he or she does not have capacity
- (f) to choose the approved provider that is to provide home care to him or her, and to have flexibility to change that approved provider if he or she wishes.

Consumer Directed Care - care and services

(3) Each care recipient has the following rights:

- (a) to receive reliable, coordinated, safe, quality care and services which are appropriate to meeting his or her goals and assessed needs

- (b) to be given before, or within 14 days after, he or she commences receiving home care, a written plan of the care and services that he or she expects to receive
- (c) to receive care and services that take account of his or her other care arrangements and preferences
- (d) to ongoing review of the care and services he or she receives (both periodic and in response to changes in his or her personal circumstances), and modification of the care and services as required.

Consumer Directed Care - individualised budget and monthly statement of available funds and expenditure

(3A) Each care recipient has the following rights:

- (a) to receive an individualised budget for the care and services to be provided
- (b) to have his or her individualised budget reviewed and, if necessary, revised if:
 - (i) the care and services to be provided, or the costs of providing the care and services, change; or
 - (ii) he or she requests the approved provider to review and, if necessary, revise the individualised budget
- (c) to receive a monthly statement of the funds available and the expenditure in respect of the care and services provided during the month.

Personal information

(4) Each care recipient has the following rights:

- (a) to privacy and confidentiality of his or her personal information
- (b) to access his or her personal information.

Communication

(5) Each care recipient has the following rights:

- (a) to be helped to understand any information he or she is given
- (b) to be given a copy of this Charter
- (c) to be offered a written agreement that includes all agreed matters
- (d) to choose a person to speak on his or her behalf for any purpose.

Comments and complaints

(6) Each care recipient has the following rights:

- (a) to be given information on how to make comments and complaints about the care and services he or she receives
- (b) to complain about the care and services he or she receives, without fear of losing the care or being disadvantaged in any other way
- (c) to have complaints investigated fairly and confidentially, and to have appropriate steps taken to resolve issues of concern.

Fees

- (7) Each care recipient has the following rights:
- (a) to have his or her fees determined in a way that is transparent, accessible and fair
 - (b) to receive invoices that are clear and in a format that is understandable
 - (c) to have his or her fees reviewed periodically and on request when there are changes to his or her financial circumstances
 - (d) not to be denied care and services because of his or her inability to pay a fee for reasons beyond his or her control.

2 Care recipients' responsibilities - home care

General

- (1) Each care recipient has the following responsibilities:
- (a) to respect the rights of care workers to their human, legal and workplace rights including the right to work in a safe environment
 - (b) to treat care workers without exploitation, abuse, discrimination or harassment.

Care and services

- (2) Each care recipient has the following responsibilities:
- (a) to abide by the terms of the written home care agreement
 - (b) to acknowledge that his or her needs may change and to negotiate modifications of care and service if his or her care needs change
 - (c) to accept responsibility for his or her own actions and choices even though some actions and choices may involve an element of risk.

Communication

- (3) Each care recipient has the following responsibilities:
- (a) to give enough information to assist the approved provider to develop, deliver and review a care plan
 - (b) to tell the approved provider and their staff about any problems with the care and services
 - (c) before the care recipient changes approved providers, to tell the approved provider and their staff of the day the care recipient intends to cease to receive home care services from the approved provider.

Access

- (4) Each care recipient has the following responsibilities:
- (a) to allow safe and reasonable access for care workers at the times specified in his or her care plan or otherwise by agreement
 - (b) to provide reasonable notice if he or she does not require home care to be provided on a particular day.

Fees

(5) Each care recipient has the responsibility to pay any fees as specified in the agreement or to negotiate an alternative arrangement with the provider if any changes occur in his or her financial circumstances.

Advocacy

An advocate is a person who (with consent) promotes and represents the rights and interests of the client.

Clients may use an advocate of their choice to negotiate on their behalf. This may be a family member, friend or advocacy service. Advocates will be accepted by Meals on Wheels as representing the interests of the client.

Advocates may be used during assessments, reviews, and complaints or for any other communication between the client and Meals on Wheels.

Advocacy and information services perform a crucial role by helping people to make informed decisions about their lives.

Guidelines for advocates

If a consumer of Wingecarribee Food Services Co-operative Limited has asked you to be their advocate, this means they would like you to act on their behalf in their dealings with the Service. You may be a family member or friend of the consumer or a member of an advocacy service.

Being an advocate may mean your attendance or involvement will be required during assessments and reviews of the consumer's situation and the services received, or if the consumer wishes to communicate.

As an advocate of a consumer we ask you to be aware of the following and ensure that:

- The consumer has given their written authority for you to act as their advocate;
- The service is aware that you are acting as the consumer's advocate;
- You always act in the best interests of the consumer;
- The consumer is aware of any issues and developments in relation to the services they receive and which you, as their advocate, may be involved in;
- The consumer is kept informed of any developments;
- You be familiar with the contents of the consumer's handbook and the details of the consumer's care plan;
- You encourage the consumer to provide feedback to you about the services they are receiving;

- Advise the service about any changes in consumer circumstances and any concerns about changing consumer needs;
- Be prepared to relinquish the role of advocate should the consumer wish this.

Advocacy

We ask our consumers to complete an “Authority to Act as an Advocate Form” when they wish to appoint or change their advocate. Consumers are free to change their advocates whenever they wish, however, we request a new Authority Form be completed each time so that service staff are always clear on whom the consumer’s advocate is.

ADVOCATE DETAILS

NAME:.....
.....

ADDRESS:.....
.....

PHONE:.....

I have read the ‘Guidelines for Advocates’ and agree to act as an advocate for the consumer.

ADVOCATES

SIGNATURE.....

DATE.....

Authority to act- consumer details

NAME:.....
.....

ADDRESS:.....
.....

PHONE.....

I authorise the person named as the Advocate to act as an advocate on my behalf and represent my interests in relation to my involvement with Wingecarribee Food Services.

I understand that the Service may discuss details of my plan and the service it provides with my advocate if the need arises.

This authority takes effect fromand replaces any previously advised arrangements. I understand that I can change my choice of advocate at any time and undertake to advise the service of any change.

CONSUMERS

SIGNATURE.....

DATE:.....

Work Health and Safety

Wingecarribee Food Services Co-operative Meals on Wheels operates in accordance with the Work Health and Safety (WHS) Act 2011. Under the WHS Act 2011, every person conducting a business or undertaking (PCBU) must ensure the adequate management of work health and safety.

To this end Meals on Wheels commits to:

- Ongoing management of WH&S
- Consultation with contractors, staff and other stakeholders
- Continuous assessment and management of risk
- Training for staff regarding risks and WHS matters
- Accurate reporting and responses to WHS risks
- Development and review of safe procedures for the carrying out of Meals on Wheels business
- Maintaining Workers Compensation.

Privacy and Records Control

Wingecarribee Food Services Co-operative Meals on Wheels is committed to securely storing records and documents appropriate to the business while ensuring confidentiality is maintained.

Wingecarribee Food Services Co-operative Meals on Wheels documents and forms are stored in a secure area according to a file hierarchy and storage protocols, with password protected access (if stored on-line).

Wingecarribee Food Services Co-operative Meals on Wheels is committed to the Privacy Act 1988 and Australian Privacy Principles (2014). Information collected is used only for the completion of a specific project and not for any other purpose.

Feedback and Complaints

Wingecarribee Food Services Co-operative Meals on Wheels encourage feedback from clients as a way of continuously improving the business and the service it provides.

Complaints are seen as a further opportunity to identify unmet client needs, and ways to improve service delivery. Continuous improvement is a focus of the organisation and the following procedures ensure feedback and complaints are listened to and managed appropriately:

- Feedback forms
- Annual survey's
- Annual reassessment/review of client needs
- Complaints procedure
- Continuous improvement register

- Complaints register.

If you have a complaint you are encouraged to speak with the Coordinator of your service in the first instance. If you feel that the complaint is not resolved you should write to the President of the Management Committee. If you feel that you are unable to discuss your complaint with the Coordinator or President, or you are unsatisfied with the resolution you may contact the **Aged Care Commissioner on 1800 550 552** or for more information visit the Aged Care Commissioner website <https://www.agedcarecomplaints.gov.au/>

Training Requirements

Staff/Volunteers are required to undergo training to ensure that they are aware of changes in legislation/requirements and that they are able to carry out their duties safely and in accordance with the organizations policies/procedures.

Standards, Guidelines and relevant Acts.

Meals on Meals in NSW are required to adhere to funding body contract agreement as well as the following standards, guidelines and Acts (among others):

- The Home Care Standards https://www.dss.gov.au/sites/default/files/documents/10_2014/gap-009-home-care-standards-guide.pdf;
- The Commonwealth Home Support Program Manual <https://www.dss.gov.au/our-responsibilities/ageing-and-aged-care/aged-care-reform/commonwealth-home-support-programme/commonwealth-home-support-programme-programme-manual-2015>;
- The Commonwealth Home Support Program Guidelines <https://www.dss.gov.au/our-responsibilities/ageing-and-aged-care/aged-care-reform/commonwealth-home-support-programme/the-commonwealth-home-support-programme-guidelines>;
- The Commonwealth Home Support Program Best Practice Guide <https://www.dss.gov.au/our-responsibilities/ageing-and-aged-care/aged-care-reform/commonwealth-home-support-programme/living-well-at-home-chsp-good-practice-guide>
- The Aged Care Act 1997 <https://www.comlaw.gov.au/Series/C2004A05206>
- Work Health and Safety Act 2011 <https://www.comlaw.gov.au/Details/C2011A00137> ;
- The Australian Privacy Principles <http://www.oaic.gov.au/privacy/privacy-resources/privacy-fact-sheets/other/privacy-fact-sheet-17-australian-privacy-principles> ;
- State Records Act 1988 <http://www.records.nsw.gov.au/about-us/state-records-act-1998> .

Wingecarribee Food Services Co-operative



Meals on Wheels
New South Wales

If you are unsure about anything or need further help

PLEASE RING

02 4869 4032



**THIS HANDBOOK IS AVAILABLE IN
LARGE PRINT**

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