

DRUMMOYNE  
MEALS ON  
WHEELS

CLIENT HANDBOOK

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## Service Information

Our service is funded by the Department of Ageing, Disability and Home Care under the Home and Community Care (HACC) program and is managed by the City of Canada Bay Council.

## Eligibility

The service has been developed to provide meals to frail aged, people with a disability and their carers who are living at home in Drummoyne, Five Dock, Rodd Point, Russell Lea, Wareemba, Chiswick and Abbotsford.

## How does the service operate?

- Daily administration is carried out by paid staff
- Volunteers do all meal deliveries
- Weekend meals are delivered on Friday
- Choice of chilled, hot or frozen meals
- Four week rotating menu

The service can be tailored to a Customer's individual need and can be used on a short or long-term basis. Meals can be increased or decreased during the service, depending on your changing needs. Cancellation of the service requires two days' notice.

## Office Hours

9am - 2pm, Monday to Friday.

## To leave a voice message

You can leave a voice message at any time outside normal office hours. Be sure to leave your name and telephone number so that we can return your call.

**T** 9745 6260

**F** 9745 6562

## Confidentiality

All Customer information is kept under strict security in a locked office and computer-based information is password protected.

## Rights and responsibilities

### What are my rights?

You have a right to:

- Be treated with dignity and respect;
- Be assessed to receive services regardless of disability, English language skills, religion, cultural background, gender, age or sexual preference;
- Be informed of which services are available;

- Choose what services you will receive;
- Be involved (or nominate an advocate) in decisions about your Customer Assessment and Care Plan as well as be aware of the options available and fees to be charged;
- Privacy and confidentiality which means that no information about you will be provided to anyone else without your permission;
- Be represented by an advocate of your choice;
- View any information about yourself held by Drummoyne Meals on Wheels (or by an advocate nominated by you);
- Withdraw consent to release your personal information to other HACC services;
- Withdraw consent to be included in DADHC's Minimum Data Set (MDS);
- Refuse a service;
- Appeal changes in the service;
- Re-apply for service if your circumstances change;
- Complain or express your concerns about the service without fear of losing the service;
- Have your concerns dealt with fairly and promptly;
- Ask a family, friend or an advocate to speak with the service for you; and
- A smoke-free environment which means Meals on Wheels volunteers or staff will not smoke in your home.

#### You have the responsibility to:

- Ensure you are at home to receive the meal;
- Never leave an esky outside your door to collect meals as this is a health hazard. Meals will not be left in the esky;
- Notify the office at least two (2) days in advance if you are going away or do not require meals as a charge would otherwise apply (does not apply to emergency situations);
- Advise the office if you have a doctors appointment and we will make arrangement to deliver your meal at an arranged time;
- Ensure you make appropriate decisions about meal choices especially when diet-specific;
- Ensure safe and easy access to your residence with your house number clearly visible;
- Ensure that any animal is kept under restraint during the meal delivery period; and
- Respect the rights of volunteers and staff by not smoking while service providers are in your home.

Please contact the office with any issues or queries about the service. We want to hear from you if you have any concerns.

## Public Holidays

Meals are not delivered on public holidays; however, we can deliver an additional meal (frozen or chilled) on a normal delivery day prior to the public holiday.

## Newsletter

We publish a quarterly newsletter with information and stories and welcome your contributions.

## Our service to you

### Care plan

The Coordinator will offer you a range of food service choices to meet your needs. With your assistance, a Care Plan will then be developed which sets out what services you will receive (type, frequency). If your requirements change at any time, please contact the Coordinator to adjust your Care Plan.

### Meal delivery times

Meals are delivered by volunteers from Monday to Friday, 10am - 11.30am.

### Meal Types

Chilled and hot meals are delivered daily. Frozen meals are normally delivered on Tuesdays.

Our main supplier provides a variety of meals on the menu including European and Asian food items but we recognise that the meals may not be culturally authentic. An alternate provider, Tom Foster can supply some culturally-specific meals. Should you require further information, please contact the Meals on Wheels Coordinator.

Our service provides a twice-yearly menu (summer / winter) from which you can make a choice. The menu offers 3 choices in the mains and 3 choices in the Desserts. Provision can be made to supply either a diet, minced, chopped or pureed meal.

## Food Safety

### Looking after your meal

- Cold meals should be stored immediately in fridge;
- Frozen meals should be stored immediately in freezer to avoid deterioration in quality;
- Hot meals should be eaten as soon as delivered;
- Once a meal has been heated it should never be reheated; and
- Once a frozen meal has been thawed never refreeze.

### Best ways to heat your meal

#### Oven Heating

Preheat oven to 180 C  
Lift one corner of lid to let steam out & place meal on centre shelf of oven  
Heat for 25-30 minutes

#### Microwave Heating

Lift corner of lid  
Place in microwave  
Cover with plastic cover to prevent spatter  
Heat on HIGH for 5-6 minutes  
Allow to stand for 2 minutes prior to eating<sup>1</sup>

### Best ways to thaw frozen meals

#### Refrigerator Defrost

Place in refrigerator for a maximum of 24 hours.

#### Microwave Defrost

Place in microwave  
Defrost for 5 minutes  
Heat as above

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<sup>1</sup> Ku-ring-gai Meals on Wheels Service (2003), [www.kmow.org.au](http://www.kmow.org.au)

## Special delivery requirements

Our diet meals are appropriate for people who need diabetic, low-cholesterol and low-calorie substitutes.

### Food suppliers

Nutritionally-based meals are supplied by Master Catering Services, Lidcombe.

## Meal options and fees

You choose the package from the following packages for a meal that suits you:

- Option 1: Main Meal, Dessert, Juice, Soup \$8.50
- Option 2: Main Meal, Dessert, Juice \$7.50
- Option 3: Main Meal, Soup, Juice \$7.50
- Option 4: Main Meal, Juice \$6.50

### Payment Methods

A monthly account will be forwarded to you or a carer of your choice at the beginning of each month.

The options for payment are:

- Cash, cheque or credit card.
- In person at City of Canada Bay Council's front counter at Drummoyne Civic Centre, 1A Marlborough St, Drummoyne.
- By Direct Debit, where you give Council permission to deduct your bill amount each month from your nominated bank account.

For queries relating to the account, please contact the Coordinator at Drummoyne Meals on Wheels office on 9745 6260.

### Capacity to Pay

Individual arrangements can be made for Customers who are unable to meet the above requirements. Please note that if you are experiencing financial hardship and cannot arrange payment for the service, you should contact the Coordinator who may be able to assist you.

In assessing a clients ability to pay for Meals on Wheels the following shall apply:

- Information will be obtained from each new client to what other DADHC services they are receiving and the costing of these services;
- The assessment will be based on the clients own statement of their income. Details of expenditure or sighting of bank accounts will not be required;

Information obtained regarding a clients income will be treated as private and confidential; and

- Clients will be asked to advise Drummoyne Meals on Wheels within 30 days of any significant change in circumstances which may affect their ability to pay for services.

In cases of hardship or where clients request assistance, the fee may be waived. Clients shall be advised and reassured that the service will not be refused or withdrawn if they are unable to pay the fee

Drummoyne Meals on Wheels recognises that some clients may have a limited capacity to pay; in the case of hardship where a client requests assistance, the Coordinator will submit a formal request

for funding assistance to the Meals on Wheels Association. Financial assistance can be provided for periods up to 12 weeks.

## Privacy and feedback

### Consent Form

The Consent form is required for Meals on Wheels to:

- Enter your premises (if necessary) to deliver meals;
- Enter and search for you if do not answer and the door is unlocked;
- Call an emergency service and notify your contacts if there is any concern for your well-being;
- Retain your personal details that is kept under strict security; and
- Notify the Department of Ageing, Disability and Home Care (DADHC) about the numbers of people assisted. No personal information is divulged.

### Have Your Say

We do a regular meal survey to ensure quality

We do an annual survey and invite you to participate

### Client Exit

A client has the right to withdraw from the service at any time. The client also has the right to receive the service at a later date should their circumstances change.

If Meals on Wheels cannot provide the service to suit the clients needs, the service may be withdrawn

A temporary or permanent withdrawal from the service may be made by the client (preferably in writing) at any time

The client will be offered an opportunity to provide feedback to the service. Following their withdrawal clients will be provided with a client survey. Clients who have difficulties understanding or completing the survey can request assistance from Meals on Wheels staff.

## Complaints Procedure

We welcome your concerns as we strive to provide a friendly, efficient and quality service that meets your needs.

If you have a concern with the service you are receiving, contact the Coordinator who can quickly and easily solve most problems. If you prefer, a family member or advocate may act on your behalf. All concerns will be followed up by the Coordinator and treated with sensitivity and in confidence.

If you are not satisfied with the response from the Coordinator, you may contact:

Team Leader, Community Services

City of Canada Bay Council

T 9911 6586

NSW Meals on Wheels Association

T 8565 5200

The Commissioner for Community Services

T 9348 4999 (This is a free and confidential service)

### Customer Advocates

Customers can choose an advocate of their choice to negotiate on their behalf by informing the Coordinator in writing of the advocate details.

Drummoyne Meals on Wheels will accept advocates as representing the interest of the Customer. Customers have the right to change their advocate at any time.

An advocate may be a friend or a relative.

Citizen Advocacy City West

T 9557 2933

### Other Services Available

You may contact Commonwealth Carelink Centre on 180 052 222 to access information about:

- Home Care – personal care and housekeeping assistance
- Home Nursing – general nursing care
- Home Visiting – volunteer home visiting
- Home Gardening – low maintenance gardening services
- Community Transport – assistance with shopping, special transport, monthly outings and bus hire

Telephone Interpreter Services

T 131450

### Drummoyne Meals on Wheels

2 Crane Street, Concord

T 9745 6260

F 9745 6562

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