



**Meals on Wheels**  
Tamworth

## **Consumer Handbook**

**Tamworth Meals on Wheels**  
**02 6765 8999**  
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**[info@mow.org.au](mailto:info@mow.org.au)**



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## Welcome

Tamworth Meals on Wheels provides a variety of services which will improve and enhance your quality of life. Tamworth Meals on Wheels will deliver nutritional meals to your own home, to suit your needs and requirements. As well as this, Meals on Wheels provides a variety of 'other food services' which will assist you to remain independent and socially connected in your community. We provide **much more than just a meal!**

Our organisation is required to follow strict food handling regulations, and this ensures that meals are of the highest quality. We offer a large choice of meals, and you may choose from a variety of nutritional meals which will be delivered to your door.

Our professional team of staff and volunteers will listen to you and assist you to work with My Aged Care's support plan which focuses on your personal wellness and reablement goals. Our aim is to ensure that each person is able to achieve optimum health and see improvement in quality of life.

This handbook will provide an outline of Tamworth Meals on Wheels and is available on our website ([www.mow.org.au](http://www.mow.org.au)). Please speak with staff if you have any questions or concerns.

## History

Meals on Wheels originated in Britain during the Second World War providing meals for people whose homes were bombed in the Blitz.

In Australia, Meals on Wheels commenced in 1952 in South Melbourne with a lady delivering meals on a tricycle. 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.

From its inception over 70 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 Tamworth, Meals on Wheels commenced in 1963. The organisation is currently managed by a Committee, comprised of 9 members of the community with expertise and skills in business management and community service delivery.

A number of permanent and part-time permanent staff are employed by Meals on Wheels. The organisation also engages volunteers to assist in various roles including meal delivery.

## Vision

Our vision is to assist frail older people living in the community to maximise their independence and to remain safely at home as long as they are able and wish to do so. Meals on Wheels provide an efficient, effective service which is underpinned by a strong focus on reablement and wellness.

## Values

- Tolerance
- Patience
- Empathy
- Safety
- Client centered
- Client driven
- Value for money
- Safe meal customization
- Volunteering support

## Eligibility

Meals on Wheels are funded by the Australian Government under the Commonwealth Home Support Program (CHSP) and eligibility is determined by My Aged Care.

Meals on Wheels are also available to people with a disability, eligibility for disability programs is determined by the National Disability Insurance Scheme. Vulnerable people in our community who are not eligible for funding assistance may purchase meals on a full cost basis.

## Carers

Carers seeking support can contact The Carer Gateway, a national website and phone number to help carers access information and advice and connect with services in their local area. Carers can use the Carer Gateway online at [www.carergateway.gov.au](http://www.carergateway.gov.au) or by calling 1800 422 737 (Monday to Friday, 8am to 6pm).

## Assessment

My Aged Care is the national entry point for those over the age of 65 years, and 50 years for Indigenous Australians, who require aged care services. Contact My Aged Care on [www.myagedcare.gov.au](http://www.myagedcare.gov.au) or 1800 200 422. The local Meals on Wheels service may be able to assist you 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 organisation to meet your needs, you are welcome to list Tamworth Meals on Wheels as a 'preferred service' if that is your choice.

Tamworth Meals on Wheels may then complete other assessments to determine specific needs (such as dietary requirements, support plan goals, home visit assessments). The service can commence immediately and will work with you to ensure that your individual needs are met.

## Meals

Meals on Wheels ensure we have all details correct at the initial assessment to ensure your meal is correct upon delivery. All the meals are customised to your needs and wants using personalised labels. Meals on Wheels operates off a 2-week rotating menu that is changed every 6 months, Summer and Winter.

Meals can be reheated in the microwave in the container they are received in. Either poke some holes in the film or peel the corner off to allow the steam to

escape prior to heating the meal. Depending on your microwave the meals can be heated for about 2 ½ - 3 ½ minutes. Chilled meals are best used the same day as delivery.

When 2 meal items are ordered together on the same day from the menu you may receive a complimentary juice when they are available. Alternatively, if you wish to receive juice with your deliveries and have only ordered the one item, they are available at a small cost. Please note that juices will not be available over the Christmas break. If you wish to receive these please speak to one of the staff in the office.

## **Fees**

All consumers must pay for their meal. Tamworth Meals on Wheels is funded for the administration and delivery of a meals only. Fees assist the organisation to expand services to others in need and improve service delivery.

If Consumers are experiencing financial difficulty and are unable to pay for their meals, they should speak with the Service Coordinator. Tamworth Meals on Wheels can assist the consumer by making referrals for financial assistance and may negotiate or waive the fee in some cases (where possible). NSW Meals on Wheels Association has a short term, temporary subsidy available for Consumers who are financially disadvantaged.

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

- Direct Debit
- Centre pay deductions
- Cash or Cheque
- Eftpos
- Direct Bank Deposit

You will be provided with a receipt upon payment.

## **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 local office on 02 6765 8999. You may be required to pay for your meal if you give less than 2 days notice.

## **Delivery**

Meals on Wheels delivers chilled and frozen meals Monday through to Friday. All deliveries are completed either by a volunteer or staff member. Deliveries generally occur between 8am and 10.30am in Tamworth and 11am to 12pm in

Kootingal. Meals should either be placed in the fridge or freezer immediately. Deliveries are unable to be left unattended and will be brought back to the office to be followed up for delivery later in the day.

If you are aware that you will not be home for delivery on a certain day, please phone the Tamworth Meals on Wheels office on 02 6765 8999 and we can either cancel the delivery or arrange it for another time.

Meals on Wheels does not operate on public holidays, however frozen substitute meals can be delivered during the normal weekday deliveries to cover these days.

## **Non-Response to a Delivery**

If a Meals on Wheels volunteer or staff member is unable to raise a response for your scheduled delivery, we will follow the emergency protocol discussed in your initial assessment. The delivery person will usually try to phone you in the first instance and if they do not get a response, they will contact the Meals on Wheels office for further instructions.

The Meals on Wheels staff will then take further action until a response is received or your whereabouts is confirmed.

## **Management and Staff**

The role of the Management Committee and Staff is outlined in the Constitution and in the organisation's Policy and Procedures Manual, as well as the structure of the organisation and the delegated lines of authority.

All staff and volunteers undergo a National Police Check every 3 years.

## **Professional Code of Ethics**

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

Tamworth Meals on Wheels understands that each consumer has rights that must be upheld by the organisation. The organisation will ensure that the Charter of Rights is displayed in the facility and a printed copy is also provided to all Consumers – Appendix 1.

[https://agedcare.health.gov.au/sites/default/files/documents/04\\_2019/charter\\_of\\_aged\\_care\\_rights\\_-\\_template\\_for\\_signing.pdf](https://agedcare.health.gov.au/sites/default/files/documents/04_2019/charter_of_aged_care_rights_-_template_for_signing.pdf)

## Seniors Rights Service

The Seniors Rights Service provides Legal and Advocacy information to seniors to help understand your rights and find your voice. Their legal service provides advice on legal issues to older people in NSW. They also offer a comprehensive referral service.

Some of the issues they may advise on include:

- Abuse of older people
- Financial exploitation
- Consumer issues
- Planning for later life
- Retirement village advice
- Strata legal advice

They also assist in advocacy services and provide targeted rights-based information sessions to a diverse range of older people regardless of cultural background or sexual orientation.

The Seniors Rights Service is free and confidential. For more information or assistance their website is [www.seniorsrightsservice.org.au](http://www.seniorsrightsservice.org.au) or phone 02 9281 3600 or 1800 424 079.

## Advocacy

An advocate is a person who, with consent from you, promotes and represents your rights and interests. Advocacy and information services perform a crucial role by helping people to make informed decisions about their lives.

Consumers 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 consumer.



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

A printed copy of the advocate form can be found in Appendix 2.

## **Consumer Choice**

Meals on Wheels will ensure that all consumers are treated with dignity and respect and are free to make choices about the care and services provided and the way in which they live their life.

Where consumers choose to take risks, they will be informed about risk and the consequences and encouraged to be independent and empowered to make choices. Information provided to consumers will be current, accurate and communicated in a way which supports understanding. Meals on Wheels is committed to a culture of inclusion, acceptance and respect and will support consumers to exercise choice and control.

Meals on Wheels ensures that consent is documented when others are involved in the decision-making process with or on behalf of the consumer. This can be in the form of an advocate.

## **Work Health and Safety**

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 WHS.
- Consultation with contractors, staff, and other stakeholders.
- Continuous assessment and management of risk.
- Training for staff and volunteers 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 and Volunteer Insurance.

## **Privacy and Records Control**

Tamworth Meals on Wheels is committed to securely storing records and documents appropriate to the business while ensuring confidentiality is maintained.

Tamworth Meals on Wheels documents and forms are stored securely with password protection on the client management database and all hard copies of paperwork is then shredded.

At times Meals on Wheels may be required to share your information with other service providers. This will be done following the Privacy and Confidentiality guidelines and the client may be included in these communications if requested. If you wish to be contacted prior to any information being shared please notify Meals on Wheels staff.

Tamworth Meals on Wheels is committed to the Privacy Act 1988 and Australian Privacy Principles (2014). Information collected is used only for a Consumer's assessed requirements and not for any other purpose.

## Feedback and Complaints

Tamworth Meals on Wheels encourage feedback from Consumers as a way of continuously improving the business and the service it provides.

Complaints are seen as a further opportunity to identify unmet Consumer 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 surveys
- Annual reassessment or review of client needs
- Complaints procedure
- Continuous improvement register
- Complaints register.

If you have a complaint about the delivery, accounts or administration of the service you, or your advocate, are encouraged to first speak with our Co-Ordinator (02 6765 8999). If you feel that the complaint is not resolved you, or your advocate, 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 Quality & Safety Commission at 1800 951 822 or via the online complaints forms <https://www.agedcarequality.gov.au/making-complaintlodge-complaint/online-complaints-form>

If you would like assistance to make a complaint you can call the National Aged Care Advocacy Line on 1800 700 600.

## Training Requirements

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

## Standards, Guidelines and relevant Acts.

Meals on Meals in NSW are required to adhere to their Grant Agreement with the Australian Government as well as these standards, guidelines and Acts (among others):

- The Aged Care Quality Standards [Aged care quality standards](#)
- The Commonwealth Home Support Program Manual [CHSP Manual 2022-2023](#)
- Living Well at Home- CHSP Good Practice Guide [CHSP Good Practice Guide](#)
- The Aged Care Act 1997 [The Aged Care Act](#)
- Work Health and Safety Act 2011 [WHS ACT](#)
- The Australian Privacy Principles [Privacy Principles](#) ;
- State Records Act 1988 [State Records Act](#)

## Consumer Advisory Body

Tamworth Meals on Wheels are looking for consumers to participate in our Consumer Advisory meetings which will occur twice a year. The role of the advisory body is to provide independent advice and guidance, and practical suggestions for our meal delivery service.

If you are interested please contact our Manager on 02 6765 8999.

## NDIS & Package Care Pricing

When a client starts on an Aged Care package or the NDIS the government guidelines direct the provider to pay for the preparation and delivery of the meals and direct meal services to recover the cost of the food from the consumer. Tamworth Meals on Wheels comply with the Package Care and NDIS guidelines in full.

The following charges apply to meals for package Care and NDIS:

Charges to the Provider	
Main Meal	\$8
Mini Meal	\$4.50
Dessert	\$2.50
Soup	\$2.00
Sandwich	\$3.50
Pies	\$4.50
Up & Go's	\$2.00

Charges to the Client	
Main Meal	\$3.00
Mini Meal	\$2.00
Dessert	\$1.00
Soup	\$1.00
Sandwich	\$1.00
Pies	\$1.00
Up & Go's	\$1.00

Prices as at 23<sup>rd</sup> October 2023. Prices may be subject to change.

# Appendix 1



Australian Government  
Department of Health



Australian Government  
Aged Care Quality and Safety Commission

## Charter of Aged Care Rights

I have the right to:

1. safe and high quality care and services;
2. be treated with dignity and respect;
3. have my identity, culture and diversity valued and supported;
4. live without abuse and neglect;
5. be informed about my care and services in a way I understand;
6. access all information about myself, including information about my rights, care and services;
7. have control over and make choices about my care, and personal and social life, including where the choices involve personal risk;
8. have control over, and make decisions about, the personal aspects of my daily life, financial affairs and possessions;
9. my independence;
10. be listened to and understood;
11. have a person of my choice, including an aged care advocate, support me or speak on my behalf;
12. complain free from reprisal, and to have my complaints dealt with fairly and promptly;
13. personal privacy and to have my personal information protected;
14. exercise my rights without it adversely affecting the way I am treated.

### Consumer

Consumer (or authorised person)'s signature (if choosing to sign)

Full name of consumer

Full name of authorised person (if applicable)

### Provider

Signature and full name of provider's staff member

Name of provider

Date on which the consumer was given a copy of the Charter

Date on which the consumer (or authorised person) was given the opportunity to sign the Charter

Charter of Aged Care Rights takes effect from 1 July 2019

# Charter of Aged Care Rights

## Consumers

Consumers have the option of signing the Charter of Aged Care Rights (the Charter). Consumers can receive care and services even if they choose not to sign.

If a consumer decides to sign the Charter, they are acknowledging that their provider has given them a copy of the Charter, and assisted them to understand:

- information about consumer rights in relation to the aged care service; and
- information about consumer rights under the Charter.

## Providers

Under the aged care law, providers are required to assist consumers to understand their rights and give each consumer a reasonable opportunity to sign the Charter. Providers must give consumers a copy of the Charter that sets out:

- signature of provider's staff member;
- the date on which the provider gave the consumer a copy of the Charter; and
- the date on which the provider gave the consumer (or their authorised person) the opportunity to sign the Charter;
- the consumer (or authorised person)'s signature (if they choose to sign); and
- the full name of the consumer (and authorised person, if applicable).

The provider will need to retain a copy of the signed Charter for their records.

## Appendix 2

 <p>Meals on Wheels President: Mr. Peter Scorgie Secretary:</p>	<p><b>MEALS ON WHEELS</b> TAMWORTH PO Box 371 328 Goonoo Goonoo Road, Tamworth. NSW 2340 ABN 51 259 523 719</p>	<p>Phone: (02) 6765 8999 E-Mail: <a href="mailto:info@mow.org.au">info@mow.org.au</a> NDIS Provider 405 001 0560</p>
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### Authority to Act as a Client Advocate

#### Client Details

First Name: \_\_\_\_\_ Surname: \_\_\_\_\_

Address: \_\_\_\_\_

Contact Number: \_\_\_\_\_

Email: \_\_\_\_\_

I authorise the person named on this form to act as an advocate on my behalf and represent my interests in relation to my involvement with Meals on Wheels.

I understand that Meals on Wheels may discuss details of my care with my advocate if the need arises.

This authority takes effect from / / and replaces any previously advised arrangements. I understand that I can change my choice of advocate at any time and will advise Meals on Wheels of this change in writing.

#### Advocate Details

First Name: \_\_\_\_\_ Surname: \_\_\_\_\_

Address: \_\_\_\_\_

Contact Number: \_\_\_\_\_

Email: \_\_\_\_\_

As an advocate of \_\_\_\_\_ I will ensure that:

- The client has provided written authority for me to act as their advocate.
- I always act in the best interests of the client.
- The client is aware of any issues and developments in relation to the support they receive and which as their advocate, I may be involved.
- I am familiar with the client's support plan and fees schedule (if applicable).
- I am familiar with the client's 'Rights and Responsibilities'.
- I advise Meals on Wheels of changes in the client's circumstances and any concerns about their changing needs.
- I am prepared to relinquish the role of advocate should the client request this.

Client Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Advocate Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Date received:

Processed: Y / N

Staff Initial:



# Meals on Wheels Tamworth

If you are unsure about anything or need further help

**PLEASE RING**



**02 6765 8999**

## **Staff**

Manager:	Peter Gallagher
Volunteer Coordinator:	Brenda Steadman
Administration:	Jessie Tyler
Compliance:	Meg Whitten
Kitchen Manager / Chef	Michael Herden
Chef:	Allen Grainger
Kitchen Hand:	Janet Hughes
Apprentice Chef:	Nathan Francis
Kitchen Hand:	Tamara Hadfield