



Campbelltown Meals on Wheels

Serving the Community since 1972



Campbelltown Meals on Wheels

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Are you unable to Shop or Cook for yourself ?

91 Queen Street, Campbelltown NSW 2560
PO Box 685, Campbelltown NSW 2560
Tel • 4645 4523 FAX • 4645 4426
Email • clientsmowcamp@outlook.com
www.campbelltownmealsonwheels.org.au
www.facebook.com/mowcampbelltown
ABN 23856 257 867

Why not try Campbelltown Meals on Wheels for your home delivered quality nutritious meals?

Call: 4645 4523

More than just a meal

Main Meals - Mini Meals - Desserts - Breakfast - Soups - Sandwiches - Snack packs - Juices



Email: clientsmowcamp@outlook.com | www.campbelltownmealsonwheels.org.au

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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-2017>;

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>

CHSP SERVICE TYPES

The CHSP program funds a range of service types. In smaller towns one organisation may provide several types of service.

Services include:

- **Personal Care**— help with bathing, dressing or eating
- Help in your home – with housework or jobs that are too difficult to do on your own
- **Home Nursing**— a nurse who visits to help with health problems
- **Food Services**— help people who have trouble preparing their own meals. This may be food delivered to your home, sharing a meal with a group, or help with shopping.
- **Respite Care** – provides a rest for carers. The person that you are caring for can be looked after in your home or taken on an outing.
- **Day Care Centres**— provide a chance for people to meet with others and do things they enjoy. Transport is usually arranged.
- **Transport** – help with going to doctors, day care centres or shopping. You can be picked up by a Volunteer Driver or by a community bus.
- **Home Maintenance and Modification** – help with making changes to your home so that you can live there in safety and comfort. This may be as simple as help with light globes or tap washers, or may be a bigger job such as hand-rails in the bath or fixing up a toilet or kitchen.
- **Community Health Centre's** – such as physiotherapy or podiatry.

If you believe that any of these Services would help you,
please talk to our Staff Phone: 4645 4523



Welcome

Campbelltown Meals on Wheels provides a variety of services which will improve and enhance your quality of life. Campbelltown Meals on Wheels will deliver nutritional meals to your own home, to suit your needs and requirements. Which will assist you to remain independent and socially connected in your community. We provide **more than just a meal!**

Our organisation follows strict food handling procedures and ensures that meals are of the highest quality.

We offer a large choice of nutritional, well balanced meals which will be delivered to your door five days per week.

Our professional team of staff and volunteers will listen to you and assist you to develop a care 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 Campbelltown Meals on Wheels. We also have a Policy and Procedure Manual which is available in the Meals on Wheels office. Please speak with staff if you have any questions or concerns.



Office Hours: 7.00am to 2.00pm Monday to Friday

Phone: 4645 4523

Messages can be left on answering machine after hours

Fax: 4645 4426

Email: clientsmowcamp@outlook.com

Website: www.campbelltownmealsonwheels.org.au

Service Information

Campbelltown Meals on Wheels which provides meals, a Shopping Service, a Housebound Library Service, for people who are frail aged, have a disability, and their carer's, to enable people to continue to live comfortably and independently in their own homes.

The Campbelltown Meals on Wheels Service started in 1972 and since July, 1992 the service has operated from the Meals on Wheels Centre at 91 Queen Street, Campbelltown. (The old Library building)

Campbelltown Meals on Wheels is currently managed by a Management Committee, comprised of 8 members of the community with expertise and skills in business management and community service

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

The Service covers
Campbelltown Local Government Area and Appin

Vision

Our vision 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. Meals on Wheels provide an efficient, effective service which is underpinned by a strong focus on reablement and wellness.

Our Philosophy

Campbelltown Meals on Wheels believe in;

The right of people to make choices in their own lives;

The right of people to dignity, respect, privacy and confidentiality;

The right of people to be valued as individuals;

The right of people to access services on a non-discriminatory basis;

The right of the community to accountable and responsive service.

MAKING A COMPLAINT

TO THE AGED CARE COMPLAINTS SCHEME

Sometimes, complaints can't be resolved by the service provider, or you might not feel comfortable raising your concern with them.

Anyone who wishes to make a complaint has the right to contact the Aged Care Complaints Scheme (The Scheme). The Scheme is a free service.

For more information about how the Scheme can help you resolve your complaint, visit the Scheme's website.

How do I contact the Scheme?

- Online – [make your complaint online](#)
- Telephone – call 1800 550 552
- In writing – address your written complaint to:

Aged Care Complaints Scheme

Department of Social Services

GPO Box 9820

(Your capital city and state/territory)

Feedback and Complaints

Campbelltown 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 Operations 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 Operations Coordinator or President, or you are unsatisfied with the resolution you may contact the **Aged Care Commissioner on 1800 550 552** 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



Services Available

Food Service

Our menu has a range of nutritious affordable meals offering frozen Main Meals, Mini Meals, Desserts, Breakfast, Soups, Sandwiches, Snack Packs and Juices catering for most dietary requirements.

Our meals are delivered by our dedicated and trained team of volunteers, Monday to Friday between 9am-11am.

The volunteers provide wellbeing checks and a social connection.

Under "Our Duty of Care" we cannot leave the meals if there is no one home to accept them.

Please notify the Operations Coordinator or Support Worker on 4645 4523 if you are not going to be home.

Arrangements can be made to have meals delivered on another day or ask a neighbor to accept the meals for you.

Shopping Service

A shopper will call at the client's home, pick up a shopping list and the money, do the shopping at the nearest shopping center and return the goods to the client's home for a small fee

Housebound Library Service

A member of the Library staff will assess the Client in likes and dislikes of library books, tapes and video's. A Meals on Wheels volunteer will call each fortnight to deliver and pick up books etc. (*Free Service*)



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 national entry point by Calling 1800200422

Meals on Wheels are also 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 under the National Disability Insurance Scheme by calling 1800 800 110

Those who are not eligible for funding assistance, but who wish to purchase meals may do so on a full cost basis.



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.

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 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

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

Campbelltown Meals on Wheels documents and forms are stored in a secure area according to a file hierarchy and storage protocols, with password protected access

Campbelltown 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.

Management & Staff

The role of the Management Committee and Staff is outlined in the Constitution and/or in the organisations Policy and Procedures Manual. The structure of the organization 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	Courage
Honesty	Respect
Justice	Community and social responsibility
Cultural awareness	Inclusiveness.

Client Rights & Responsibilities

Campbelltown 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 organization 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_2017/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 / if any major changes occur which may affect service delivery
- Ensure where possible that the house is safe for volunteers and staff entering

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.

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



You need support approval from NDIS in your plan so that we can deliver meals to you.

You will need Meal Delivery placed on to your plan. Inform your NDIS Planner 1800 800 110. If the NDIS Planner agrees that meals are reasonable and necessary, then you just need to contact your local Meals on Wheels Service.

When NDIS has approved your meal support we will meet with you to complete a Service Agreement and a Service Booking.

You can then discuss meal options with us and the meal delivery can then begin.

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. Campbelltown 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 deposit

Centre pay deductions

Cash / Cheque /Eftpos

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 4645 4523 . You may be required to pay for your meal if sufficient notice is not provided.

UNDER WHAT CIRCUMSTANCES MIGHT MY SERVICE CEASE?

There are several circumstances that may cause your CHSP services to be withdrawn. If your services are to cease you will be given an explanation and the Operations Co-Ordinator will try to help you to find alternative support if it is necessary. You will be given information explaining the circumstances that may result in you being eligible for CHSP service in the future. You will also be given an opportunity to give feedback on the quality of the services you have received. Because of legal requirements CHSP organisations may need to hold client files for seven years.

Your CHSP services may be withdrawn because:

- You request that the service cease;
- You relocate outside of the service area;
- Your level of disability or frailty becomes so great that providing services to you causes an Occupational Health and Safety risk to the workers;
- Your behavior has become unsafe or unacceptable to workers or other service users;
- The CHSP organisation no longer has the resources to meet your needs;
- Demand for CHSP services is greater than the supply. When this happens the Operations Co-Ordinator may need to reallocate services to make sure that the people most in need receive support. This may mean that people with lower needs have service withdrawn.

If your circumstances change and you wish to apply for CHSP

CAN SOMEBODY ELSE HELP ME TALK TO THE OPERATIONS COORDINATOR?

Yes CHSP organisations call this using and advocate. Your advocate could be a family member or a friend or another service provider. There are some organisations that specialize in providing advocacy services. All CHSP organisations and Community Health Centres in the Macarthur area have information on advocacy services and can help you contact a suitable advocate.

If needed, your Coordinator will help you with communication:

By arranging for a Worker to talk to you about your service needs or by arranging for an Interpreter Service to help you.