



## *Meals on Wheels*

### **Meals on Wheels**

Meals on Wheels provides wholesome meals to people who are frail age, elderly or people with disabilities and their carers who need additional support to enable them to live comfortably in their own homes.

The service covers the town of Bombala and up to seven kilometres from town limits. Delegate Meals on Wheels service covers the Delegate township only at this stage, however, if need exists this arrangement will be reviewed.

### **How does the service operate?**

The Service is managed by the Bombala Multi Service Outlet and the day to day operations are carried out by volunteers.

Meals are supplied from the kitchens at the Bombala Hospital and the Delegate Multi Purpose Service. **Delegate Meals on Wheels Service will not operate on Public Holidays.**

Special diets are catered for such as fat or salt reduced, diabetic etc. You will be asked with regard to any special dietary requirements when you are assessed.

### **How do I obtain assistance?**

Please contact the Bombala Multi Service Outlet on (02) 64584620. You can also be referred by other services/agencies and people like the Community Nurses.

The Multi Service Outlet Manager will arrange to visit you (normally in your own home) and assess your needs. If the Multi Service Outlet Service is not able to assist you, you will be advised of other available services that you may be able to access.

Reviews are carried out when time permits to see if your need for service has changed. If you feel your needs have changed please contact the Multi Service Outlet Manager.

### **What is the cost?**

Cost is dependent on peoples capacity to pay, however, a client contribution is requested. – this contribution allows the service to assist in providing services to the HACC client group and ensures that we can continue to provide food services.

Clients are currently charged \$6.50 per meal.



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### **What if I'm not happy with the service provided?**

We aim to provide a high quality service, so we would like to know if you have any concerns with the service.

Your service will not be stopped if you complain.

If you do not feel comfortable with the Meals on Wheels deliverers who visit you please inform the Multi Service Outlet Manager by phone (02) 64584620 or in writing.

### **What are my rights?**

- To be informed about what services are available both from this and other agencies.
- To be assessed to receive services on the basis of relative need i.e. in relation to other consumers of the service and their needs at that point in time.
- To be assessed to receive services without any personal judgement.
- To choose what service(s) to receive depending on eligibility, relative need and availability.
- To receive services which are appropriate to meet individual physical, emotional, social and cultural needs.
- To receive services in a safe manner and services which respect and promote independence or the independence of the person being cared for.
- To privacy and confidentiality.
- To be informed of rights and responsibilities in relation to access to and use of available services.
- To be provided, as appropriate, with information on the service's policies and procedures.
- To be treated with courtesy and respect.
- To be represented by an advocate of choice.



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- To view or have an advocate (with your permission) view any information about yourself or the person in your care which the service holds.
- To complain or express concerns about a service without fear of losing the service or suffering any other recriminations, and to have any complaints dealt with fairly and promptly.
- To refuse a service without prejudice to future access.
- To attend any Advisory Committee meetings (Bombala Home and Community Care Committee) and to be encouraged to constructively comment on service operations.

### **What are my responsibilities?**

- To act in a way which respects the staff and/or volunteers of Bombala Multi Service Outlet.
- To provide staff and/or volunteers with relevant information necessary to arrange service/s which best meet individual needs and which can be provided with safety.
- To honour verbal or written service provision agreements, e.g. payment of fees.
- To take responsibility for the results of any decisions that are made about service provision.
- To let the Manager know if you or the person you care for will not be at home when a visit or service is arranged, if unable to keep an appointment at the office, if transport arrangements change, etc.
- To play a part in assisting with the provision of services.
- To voice concerns or make complaints about service delivery as soon as problems arise so they can be resolved quickly and without disruption to service.
- To provide a safe environment for staff and/or volunteers, e.g. free from harassment, free from smoke and free from unrestrained animals.



### *Meals on Wheels*

It is not acceptable for staff or volunteers working for the Bombala Meal on Wheels Program to accept gifts or items of monetary value from clients.

#### **Who is the Program auspiced by?**

The Program is auspiced by the Bombala Council who receive funding from the Home and Community Care Program which is jointly funded by the NSW State and Commonwealth Governments.

Bombala Multi Service Outlet  
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