



Meals on Wheels
Southern Shoalhaven



Client Information Handbook

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Introduction

The purpose of Southern Shoalhaven Zone Meals on Wheels Incorporated is to provide nutritional assistance and social support to eligible people and their carers to live independently within the community by providing meals, social visits, social groups, and outings to people who live within the area of Sussex Inlet to North Durras.

Eligibility

You are eligible to receive meals if:

- You're 65 years or older,
- Are registered for My Aged Care,
- Are registered with the Commonwealth Home Support Program (CHSP), or
- Are younger with a disability and registered under National Disability Insurance Scheme (NDIS)

How to commence

Anyone can telephone or call into the office to discuss what services we provide, but in order to commence any service, the client will need to register with **My Aged Care** by calling **1800 200 422**.

Once registered, a volunteer will visit your home to complete any extra paperwork required. During this visit, they will discuss your needs, any special assistance required and inform you about advocacy, the complaint process and your rights and responsibilities. Meal deliveries can commence immediately but your referral must go through My Aged Care.

Tier One – CHSP funded

Assistance is provided to those eligible under the **Commonwealth Home Support Program (CHSP)**, which is designed to provide relatively low intensity (small amounts) of assistance or support to enable clients to maintain their independence, continue living safely in their homes and participating in their communities. Funding is government subsidised directly to the provider to enable them to reduce costs to the client. In order to be eligible for CHSP, you must be 65 years or older (50 years or older for Indigenous citizens) OR 50 years or older (45 years for Indigenous Australians) and on a low income, homeless or at risk of being homeless.

Tier Two – Home Care Packages

The Home Care Packages (HCP) program, is the next level after CHSP services and provides a coordinated package of services to help older people with complex care needs to live independently in their homes. Clients will be referred for assessment by the *Aged Care Assessment Team (ACAT)*. There are four levels of home care packages, each level providing a different subsidy amount which contributes to the total cost of service and care delivery. Once a HCP has been accepted, any support services (such as meals and social groups) must be paid for out of the individual HCP budget on a full cost recovery basis and not at the government subsidised rate.

Advocate - Can someone speak on my behalf?

Yes, through your advocate - the person you have authorised to represent your interests. They may be a family member, friend or an advocacy service. They can be used in your initial dealings with My Aged Care, during assessment, reassessments, complaints and any other communication between yourself and the services provided.

Home delivered meals

Frozen meals are available to all clients throughout our area from Sussex Inlet to North Durras.

Dietary requirements are respected and arrangements are made to ensure these are met wherever possible.

When are the meals delivered?

Sussex Inlet and District

- ◆ Frozen meals are delivered on Fridays between 9.30am and 1.00pm.

Milton, Ulladulla, Mollymook, Burrill Lake, Lake Tabourie

- ◆ Frozen meals are delivered either Monday, Tuesday or Wednesdays, (depending on location) from 9.00am (excluding Public Holidays)

Bendalong, Lake Conjola

- ◆ Frozen meals are delivered each Thursday morning leaving Ulladulla at 9.00am (excluding Public Holidays)

Meal Service costs - CHSP

You are only charged the cost of the food package you receive.

Sussex Inlet

◆ Frozen meals	Main meals 360g	\$7.05
	Dessert	\$2.75
	Soup	\$2.75

Bendalong/Milton to North Durras

◆ Frozen meals	Main 360g	\$7.05
	Mini 200g meals	\$5.15
	Dessert	\$2.75
	Soup	\$2.75

STORAGE OF MEALS

Frozen meals must be packed into the freezer on delivery and kept frozen until they are to be heated and consumed.

The seal should **NOT** be pierced or removed before heating.

Desserts can be fridge defrosted prior to consumption – do not heat in the microwave.

How to heat frozen main meals – heating from frozen

- ◆ **MICROWAVE:** do not remove or pierce film & let stand for 1 min after heating.
Main meals (360 grams) heat on “high” for approximately 6 to 7 minutes.
Mini meals (200 grams) heat on “high” for approximately 4 minutes.

- ◆ **OVEN:** Do not remove lid-preheat oven to 150°C. Place in oven for approximately 40 minutes.

Home visiting

If you are unable to go out, volunteers can visit you at home for up to 2 hours per month or fortnightly to provide individual one-on-one social contact and/or company in order to assist with your involvement in community life.

Accompanied outings

If you are socially isolated or unable to go out, volunteers can either visit you at home, accompany you to purchase a gift, attend a local appointment or just enjoy each other's company. Visits are up to two hours on a monthly or fortnightly basis. Volunteers are unable to assist with large grocery shopping requests.

For all outings a contribution towards the total cost is charged. See page 8 for further details.

Special Interest Groups

These are facilitated monthly and include such activities as:

- Card making craft group
- Scrabble group

A volunteer can be organised to pick you up and return you home after the activity.

Social Support Groups

Social Groups provide an opportunity for clients to attend and participate in group-based social activities individually tailored to promote physical activity, cognitive stimulation and emotional wellbeing, while maintaining and supporting social interaction and independent living.

Three groups meet fortnightly in Room 3 of the Meals on Wheels Ulladulla offices on a Monday, Wednesday and Thursday. Morning tea on arrival is followed by a nutritious home cooked meal for lunch and a varied program of interesting activities and speakers are coordinated.

Eligible clients within the service area, who require transport to attend groups, are collected from their homes by the Shoalhaven Community Transport bus. This bus is also equipped with a hydraulic lift to transport less-mobile and wheelchair-bound clients. Once the service is in place, Community Transport will contact you by phone each fortnight to advise of your pickup time.

What happens if the volunteer or bus is late?

If you are concerned please ring the office on 4455 2861 as soon as possible, especially if you think you have missed the bus.

Social Support Cost

Social Support Groups

- ◆ Meals: \$11.50
- ◆ Transport: \$11.50 base price
- ◆ Outings: Cost determined by distance, location and activity

Home Visiting

- ◆ \$5.00

Accompanied Outings

- ◆ Up to 50 km total travel \$10.00
- ◆ Over 50 km total travel \$15.00

Special Interest Groups

- ◆ \$6.00 Includes morning or afternoon tea.

- Craft 4th Monday of the month
- Scrabble 3rd Tuesday of the month

Payment – all services

How do I pay?

Contributions for all services and activities is payable by direct debit.

ALL accounts for all services and locations will be paid by fortnightly Direct Debit – this will be explained during your initial interview and only requires a signed bank authorisation form. The form will be available at your interview or emailed, if requested, along with a list of deduction dates for the year.

Banking details: *Southern Shoalhaven Meals on Wheels*
BSB: 032-701
Westpac Bank: 276225

Safety – all services

The people delivering your meals, visiting you or collecting you from your home should be able to do this safely:

- Please ensure that your house number is clearly visible. It is important all volunteers can find your home to ensure a good delivery of service.
- Please think about your steps, paths and driveways – are they safe for others? Are they steep, slippery, broken or covered by bushes?
- If you own a dog or other pet which may cause concern for those providing your service, could it please be restrained or removed when volunteers and staff are visiting you, or delivering your meals.
- When interacting with volunteers and staff please respect their health and refrain from smoking.

If you are concerned about safety for meal deliveries or volunteers, or access is temporarily changed, please discuss your concerns with the staff. If it is not safe we may have to reassess your services.

Going out or away

Please inform us if you do not require a service for whatever reason.

Receiving meals and going out or away

- ◆ If you are going out for a day: please tell us in advance so alternative arrangements can be organised for you.
- ◆ If you are going away: please advise the office staff so the appropriate changes to services can be made.
- ◆ If you are not home no meal will be left –please contact us so other arrangements can be made.

Changing your service

If you wish to alter any details of the services you receive, please contact the office, giving a minimum of 24 hours.

Volunteers

Volunteers deliver services to all of our clients within the organisation. The volunteers will always have a name tag displayed to identify they represent our service. If in doubt, ring the office for clarification BEFORE admitting the person into your home.

The home visit and meal delivery volunteers all work on a regular roster system, which will be coordinated by the office staff. If you continue to receive visits and meals, you will have the same volunteer visit you at the same time every month. Requesting personal contact details of the volunteer is not permitted, as all communication must be completed through the office administration staff.

Compliments, Complaints and Suggestions

Feedback by clients, or their carers, is an essential contribution that can assist to improve areas of our service for all clients and is strongly encouraged.

Clients have a right to complain about the service they are receiving without fear of retribution and can expect complaints to be dealt with promptly.

The client has the right to use an advocate of their choice to negotiate on their behalf with the staff and / or management of Southern Shoalhaven Meals on Wheels. Feedback from clients is important in ensuring that the services are continuing to meet client's needs and for planning appropriate services.

Clients are encouraged to contact the office in the first instance, by telephone, email or letter.

Office staff will address complaints promptly while ensuring all contact is confidential and documented. Steps will be taken to ensure that clients feel comfortable to continue accessing the service after making a complaint.

You can:

- ◆ ring the Office on **4455 2861**
- ◆ ask a volunteer to convey your concerns to the office staff
- ◆ write to Southern Shoalhaven Zone Meals on Wheels Incorporated Association. PO Box 983, Ulladulla NSW 2539

If the client still feels the issue is unresolved they can contact the *Aged Care Quality and Safety Commission* for assistance:

Postal Address	PO Box 9819, Sydney NSW 2000
Telephone	1800 951 822
Online	www.agedcarequality.gov.au

The client will be informed of the outcome of their complaint within a reasonable time or be informed on a regular basis until it is resolved.

Contact details - all services

Postal address	Southern Shoalhaven Meals on Wheels PO Box 983 Ulladulla NSW 2539
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Telephone	4455 2861
Email	info@ssmow.com.au

Office hours 9.00am to 2.30pm – Monday to Friday (excluding Public Holidays)

An answering machine will take messages if the office is busy or no one is present to take your call. Please leave your name, telephone number and a brief message, so someone can get back to you at the first available opportunity.

Office Staff:

- Manager manager@ssmow.com.au
- Service Coordinator coordinator@ssmow.com.au
- Administration Coordinator volunteers@ssmow.com.au
- Social Group Coordinator social@ssmow.com.au

Location of Services

Our office is located in the Multi-Purpose Centre, next to the Coles underground car park – Suite 1 No 78 St. Vincent Street, Ulladulla.

Sussex Inlet Service is located at Shop 4/196 Jacobs Drive, Sussex Inlet (next to Post Office). All enquiries should be directed to the administration office in Ulladulla.

Sussex phone: **4441 3745**

Sussex Inlet office is only open Friday mornings for deliveries.

Policy and Procedure Manual

Southern Shoalhaven Zone Meals on Wheels Policy and Procedure manual is available to view on request, or a copy can be forwarded electronically.

Funding

Southern Shoalhaven Zone Meals on Wheels Incorporated Association receives funding from the Department of Health under the Commonwealth Home Support Program to provide meal and social support services for people aged 65 years or older, or 50 years or older for Indigenous citizens, from Sussex Inlet to North Durras.

Personal Information

The organisation considers the privacy of clients is of utmost importance. Confidentiality refers to the non-disclosure of personal information unless consent has been obtained from the client.

The organisation holds records of payments and the service you receive. Clients have the right to read any personal information kept about them and any requests from clients to access their files will be given. All records are kept locked when the office is unattended and information is only accessible to the office staff.

Privacy and Confidentiality

All information collected or held by the organisation is treated with care to maintain privacy and confidentiality.

“Your personal information is protected by law, including by the Commonwealth Privacy Act 1988.

The client management system that we are using is an IT system called the ‘DSS Data Exchange’. This system is hosted by the Australian Government Department of Social Services. Your personal information that is stored by the Department on the DSS Data Exchange will only be disclosed to us for the purposes of managing your case.

The Department de-identifies and aggregates data in the DSS Data Exchange to produce information for policy development, grants programme administration, and research and evaluation purposes. This includes producing reports for sharing with service providers. This information will not include information that identifies you, or information that can be used to re-identify you, in any way.

You can find more information about the way the Department will manage your personal information in the Department’s APP privacy policy, which the Department has published on its website. This policy contains information about how you may access the personal information about you that is stored on the DSS Data Exchange and seek correction of that information. This policy also includes information about how you may complain about a breach of the Australian Privacy Principles by the Department, and how the Department will deal with your complaint.”

Charter of Aged Care Rights

Under the Aged Care law, Southern Shoalhaven Zone Meals on Wheels (SSMOW) are required to provide a personally signed copy of the Charter of Aged Care Rights to every client and give them or their authorised representative the opportunity to co-sign the document. As a provider, SSMOW must also retain a copy of the signed Charter on the clients file.

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.

Client	Provider
Client (or authorised person)'s signature (if choosing to sign)	Signature and full name of provider's staff member
Full name of Client	Name of provider SOUTHERN SHOALHAVEN MEALS ON WHEELS
	/ /
Full name of authorised person (if applicable)	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	

Other Local Services

Community Health Centres

Provide community nursing, mental health, counselling and health education.

- Ulladulla 4455 5366
- Sussex Inlet 4441 2373

Respite Day Centre Services

Providing centre-based care

Bay and Basin Community Resources	4443 3434
Milton Ulladulla Day Centre	4454 9113
Ulladulla Respite Service	4455 5366
Nowra Adult Day Centre	4421 0975

Carers

Ulladulla Carers Support Group	4455 5366
Carers Respite and Carelink Centre	1800 052 222
Sussex Inlet Carers Drop In	1800 052 222

Aged Care Assessment Team

1300 792 755

Provide assessment for Home Care Package, information and linkage to other services, for aged customers and their carers.

Transport

Shoalhaven Community Transport 4454 0840

Provides door to door transport to assist eligible people attend medical appointments, visit family in hospital, shopping, banking or social activities

Community Transport Aid 4455 4415

Self-funded organisation providing residents with transport to meet medical appointments from Sydney to Batemans Bay

Specialised Services

Aboriginal Services	4428 9400
Multicultural Communities Council of Illawarra	4429 7566
Vision Australia	1300 847 466
Home library service	4429 3727
The Disability Trust	4428 9000
Do Not Call Register	1300 792 958
NSW Fair Trading	13 32 20
ACCC – Aged Care Complaints	1800 951 822

Telecross

Volunteers make calls each morning, 365 days a year for those that live alone. If the call is not answered, Red Cross will take action to ensure you are okay.	1300 885 698
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General Information

The following organisations provide information on services available in the district

Ulladulla & Districts Community Resources Centre	4454 0477
Sussex Inlet Neighbourhood Centre	4441 2003
Shoalhaven City Council Community Development Officer (Senior Services)	4429 3411
Seniors Rights Service A community legal centre that protects the rights of older people. They provide telephone advice, advocacy, legal advice and educational services	1800 424 079



**Southern Shoalhaven Zone Meals on Wheels
Incorporated Associated**

Postal Address: PO Box 983,
Ulladulla NSW 2539

Telephone (02) 4455 2861

Email info@ssmow.com.au

Website www.ssmow.com.au



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