

North Shoalhaven Meals Co-operative Ltd.

**WELCOMES
YOU**

to our

.....
Meals On Wheels Service

Client Co-ordinator:.....

Phone:.....

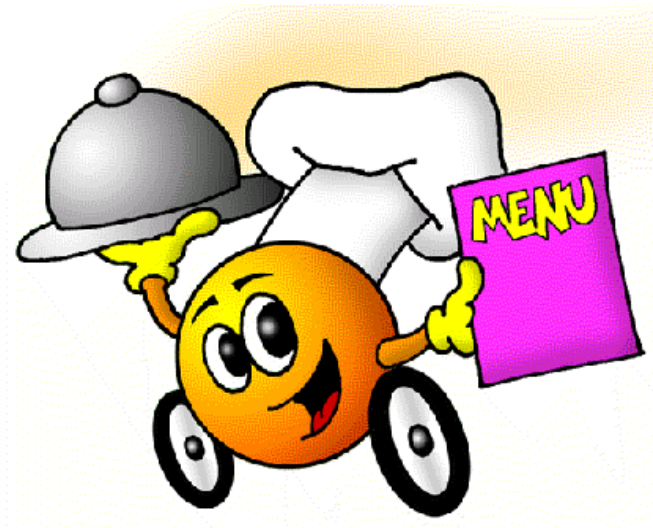
Kitchen:.....

North Shoalhaven Meals Co-operative Ltd.

Address: 37 Holloway Road
East Nowra

Postal Address: P.O. Box 4004
East Nowra. NSW 2541

Client/Administration Co-ordinator: Beth Cromie
Phone: 4422 5111
Fax: 4422 6531
Email: nsmeals@bigpond.com



MEALS ARE REQUIRED FOR:

MON TUE WED THU FRI SAT SUN

YOUR DELIVERY DAYS ARE:

.....

YOUR MEALS WILL COST:

..... per day

..... per fortnight / month

COLLECTION DAY IS:

.....

This booklet will help you understand
how our service works and how
our rules affect you.

The North Shoalhaven Meals Co-operative

has eight member services:

Berry

Culburra Beach

Currarong

Greenwell Point

Huskisson/Vincentia

Jervis Bay

Nowra Bomaderry

Shoalhaven Heads

How Does The Co-operative Operate?

The Co-operative receives funding through the Home and Community Care Program (HACC). The funding assists the Co-operative with administration costs to provide meals delivered to your home. Clients pay for the actual cost of the meal.

The Co-operative is run by a Board of Management made up of two (2) representatives from each meals on wheels service.

Each service is managed by a volunteer management committee that organises the provision and delivery of meals by volunteers.

The Co-operative employs a Co-operative Co-ordinator, Client/ Administration Coordinator and a Kitchen Co-ordinator (located at Nowra Bomaderry) who are employed to support the Cooperative and its services.

Who Can Receive Help With Meals?

The HACC Program assists people who need basic support services to live independently in their home and the community.

Those eligible for assistance include:

- Older and frail people who are having difficulty managing in their own homes.
- People with a disability.
- Unpaid carers of these people who meet the above criteria.

Who Can Refer for Assistance With Meals?

You can refer yourself for meals on wheels or a friend, family member, GP or another community service can refer you.

However, each person will be assessed for eligibility. If you are not eligible and require meals you may pay full cost recovery (the cost of the meal plus administration fee). However supply will be dependant on the services capacity to provide the meals.

If you are deemed ineligible for the service you may reapply at any time if your circumstances change.



What Happens at the Assessment?

The Cooperative's Client Co-ordinator and / or the volunteer Client Co-ordinator will conduct the initial assessment. During the assessment the Coordinator will talk with you and your carer, family member or advocate about;

- Your eligibility to receive meals on wheels.
- Your needs and / or your carer's needs.
- The services available to meet these needs.

Together you will decide on the level of service you require and arrangements for meal delivery will be confirmed.

Referrals to other services can also be organised if you wish.

The Cooperative's Client Co-ordinator will complete the Client Information and Referral Record (CIARR) during a telephone assessment.

Some of the information on this record is forwarded to the Department for statistical analysis and used for the future planning of HACC services. If you do not want this information forwarded (your name and address is not included) please let us know.

What Is Available?

- Meals can be provided for up to 7 days per week.
- Each service provides a meal consisting of at least a main course and dessert.
- Soup is provided during the winter months by some services.
- Special medical diets are catered for whenever possible.

Currarong, Huskisson / Vincentia, Jervis Bay and Shoalhaven Heads services cook their own meals at their local kitchens.

Berry receives their meals from Berry Masonic Village.

Culburra Beach, Greenwell Point and Nowra Bomaderry purchase frozen meals from Master Catering.



What Meals Are Delivered and When?

Each service makes its own arrangements for the delivery of meals.
You must be home to receive your meals.
Meals cannot be left in an esky due to food safety regulations.

Berry

- Hot meals are delivered Monday to Friday between 12.15—1.30 pm
- Frozen meals can be provided for weekends.

Culburra Beach

- Frozen meals are delivered on Monday, Wednesday and Friday between 9.00—10.00 am.

Currarong

- Hot meals are delivered on Monday, Wednesday and Friday between 11.30—12.30 p.m.
- Frozen meals are provided for non delivery days.

Greenwell Point

- Frozen meals are delivered on Monday, Wednesday and Friday between 8.30—10.30 am.

Huskisson/ Vincentia

- Hot meals are delivered Monday, Wednesday and Friday between 11.30—1.00 pm..
- Frozen meals are provided for non delivery days.

Jervis Bay

- Cooked chilled meals are delivered Monday, Wednesday and Friday between 10.15—12.15 pm.

Nowra Bomaderry

- Hot or frozen meals are delivered Monday to Friday between 11.00—12.30 pm.

Shoalhaven Heads

- Hot or frozen meals are delivered Monday, Wednesday and Friday between 9.00—10.30 a.m.

All services except Nowra Bomaderry and Currarong deliver meals on Public Holidays. Both make arrangements for Public Holidays.



How Much Do The Meals Cost?

Each service sets the price for their own meals. The Client Co-ordinator will tell you how much each meal will cost.

Please refer to “YOUR MEALS WILL COST” in the front of this book.

I Want to Change the Number of Meals I Receive

Contact the Client Coordinator and they will make the necessary arrangements.

What If I Cannot Be At Home To Receive My Meal?

Due to Food Safety Regulations if you are not at home we will not leave a meal unattended in an esky or container.

Let your local Client Co-ordinator know if you will not be home so that alternative arrangements can be made. The number is in the front of this booklet or on your fridge magnet.

We suggest a neighbour, a family member or a friend could receive your meal and deliver it to you when you get home, or arrange for an extra meal to be delivered on your previous delivery day.

If you are not home and have not let us know, you will be charged for the meal, unless it was a medical emergency.



What If I Am Going Away or Into Hospital?

Let your service Client Co-ordinator know and meals will not be delivered while you are away. You will not be charged for meals not received if adequate notice has been given (at least the day prior to delivery).

Also let the service Client Co-ordinator know when you want deliveries to resume.

Permission to Enter Your Premises

You will be asked to sign a Permission Form enabling volunteers to enter your premises to deliver meals, and to enter your premises if you are not responding to a volunteer's knock and your residence is unlocked.

If a volunteer finds you hurt or unwell, they will phone an ambulance, and then contact the Client Coordinator.

If your residence is locked and we are expecting you to be home, every effort will be made to locate you by phoning or contacting your primary contact person.

How Do I Pay For The Meals?

Your Client Co-ordinator will let you know when the Collector will call to collect the payment for your meals.

The Collector will identify themselves and carry Meals on Wheels identification. If you are unsure of their identity politely refuse to pay, or contact the Client Co-ordinator or the Co-operative's office for verification of the person's identity.

If you are having difficulties paying for your meals please discuss with your Client Co-ordinator or the Cooperative's Co-ordinator to talk about payment options.

Please refer to "COLLECTION DAY" in the front of this book.

Please do not offer the Collector, Client Co-ordinator or volunteers gifts or extra money as a refusal may offend.



What If I Don't Want To Eat My Meal At Lunchtime?

Hot Meals: should be eaten straight away to retain their full nutritional value.

If you decide not to eat your hot meal straight away, always put it in the refrigerator without delay. This is essential for two reasons:

- to help keep your meal nutritious and
- to slow down growth of food bacteria.

We suggest you plate your meal onto a dinner plate before reheating or eating. This makes the meal more attractive to eat.

If not eaten on the day of delivery please dispose of the meal.

Frozen Meals: keep meals frozen until you are ready to heat it.

Follow the instructions on the lid for reheating.

Do not thaw at room temperature.

Do not refreeze after thawing.

Do not eat frozen meals that have passed the 'Use By' date.

Cook Chilled Meals: store in the refrigerator until you are ready to heat it.

This is essential to help prevent the rapid growth of bacteria.

Eat before the use by date.

Follow the instructions on the lid for reheating.

Do not freeze cook chilled meals.



ABOUT YOUR MEALS ON WHEELS MEAL

We are what we eat. As we get older, a lot of us tend to eat less, especially if we are less active. Good nutrition is still vitally important nonetheless.

Better nutrition helps us enjoy better health. The healthier we are the longer we can stay active and independent.

A Meals on Wheels meal provides a little over 1/3 of your daily nutrition requirements.

Be sure to also have something healthy for breakfast and your other meal each day.

Keep snacks such as fruit, yoghurt, nuts or cheese handy.

Remember also to drink plenty of water, milk and / or tea.

If you are having difficulty shopping for 'other' meal supplies there are services that can assist with shopping. Talk with your service's or the Co-operative's Client Coordinator and they can help with a referral.

EAT WELL

LIVE WELL



What If I Have A Suggestion, Comment or Complaint?

The Services of the North Shoalhaven Meals Co-operative endeavour to deliver your meal in the best possible condition on the days you have specified.

If you have any problems with delivery, or your meals, please let the service Client Co-ordinator know. Please do not complain to the deliverers as the message may not be relayed to the Co-ordinator.

If you do have a suggestion, comment or complaint please inform the service Client Co-ordinator (the phone number is in the front of this booklet). The Client Co-ordinator will then liaise with the appropriate people.

If you wish to put your complaint in writing a complaint form is available, just ask the Client Co-ordinator.

We do listen to your comments, as they are useful in helping us provide the best possible service we can. Any comments or complaints will not affect your receiving meals on wheels.

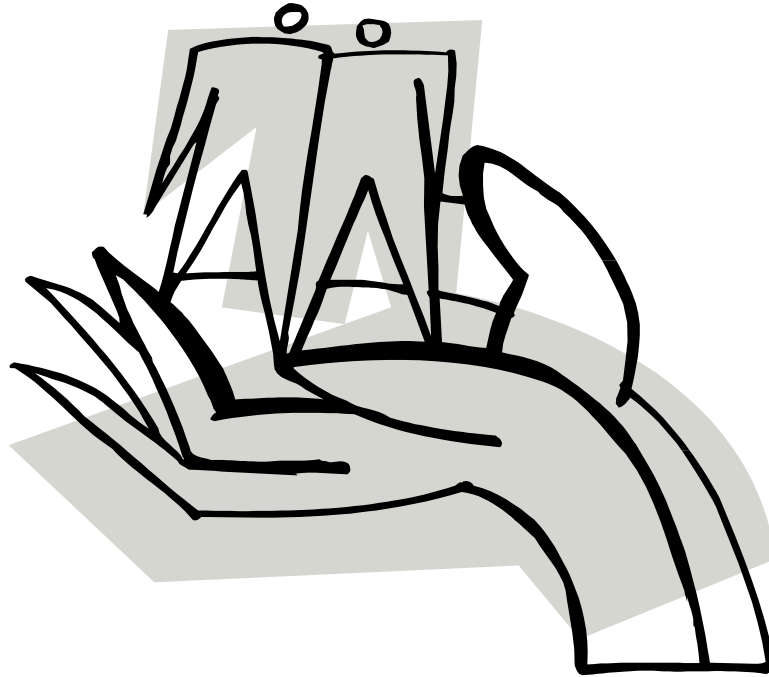
You will be informed of the outcome of your suggestion or complaint, but please remember that this service is provided mostly by volunteers who give generously of their time.

Each complaint is treated in confidence and your privacy is respected.

You can also take your suggestion or complaint to your local Service Management Committee.

The Cooperative's Coordinator can be contacted if you are dissatisfied with the way a suggestion or complaint has been handled.

If you are still not happy with the outcome of your complaint you can contact the NSW Ombudsman on 1800 451 524.



Clients Rights and Responsibilities

The Co-operative and its services consider the rights of clients to be of utmost importance. However, as clients you also have responsibilities to the service that provides you with a meal.

Client Rights and Responsibilities

You have a right to:

- A quality meal and a reliable service.
- Information about what services are available and to choose what services you will receive.
- Be assessed to receive meals on wheels without discrimination.
- Have your privacy and confidentiality protected.
You can expect that no information about you will be provided to anyone outside of North Shoalhaven Meals Co-operative Ltd. without your permission.

- View any information about yourself held by North Shoalhaven Meals Co-operative Ltd. or a member service.
- Have an interpreter with you if you have difficulty with communication.
- To be represented by an advocate of your choice.
- Expect workers and volunteers of the Co-operative to treat you with courtesy and respect.
- Express concerns about the service without fear of losing the service or suffering any other recriminations.
- Have your concerns dealt with fairly and promptly.

But you are also responsible for:

- Acting in a manner which respects the rights of other service users, volunteers and staff of the service.
- Taking responsibility for the results of any decisions that you make.
- Ensuring safe and easy access to your residence.
- Assisting the Co-operative to provide the best service possible.

Duty of Care

We have a duty to ensure the safety and protection of yourself, our volunteers and staff at all times.

If we are concerned about your welfare we may contact family, your GP and / or another service provider to determine appropriate referrals.

Policy and Procedures

North Shoalhaven Meals Co-operative Ltd has a Policy and Procedure Manual. It is available for viewing upon request.



Can Someone Else Speak On My Behalf?

Yes. You can ask a family member or friend to advocate, or speak on your behalf.

The Client Co-ordinators are willing, with your permission, to outline service provision details to a person nominated by you.

We have guidelines for advocates (people who represent you) which are available on request.

For clients who do not speak English, the Telephone Interpreter Service can be used so that you understand all the information being given. Phone: 131 450



Some organisations that can help you find an advocate:

- Shoalhaven Neighbourhood Centre 4421 5205
- Shoalhaven Community Legal Centre 4422 9529 or 1800 229 529
- Disability Assistance Shoalhaven Inc. (DASI) 4421 3640
- Community Health Consumer Advocate 4424 6300
- The Aged Care Rights Service Inc. 1800 550 552
- Intellectual Disability Rights Service 1800 666 611

Meals on Wheels History

People often ask: *“How did Meals on Wheels begin?”*

A quotation dated 1646, where Vincent de Paul speaks to his volunteers, reads as follows;

“She who is on duty for the day will prepare a dinner and carry it up to the sick. On arrival she will greet them cheerfully, place a tray upon a table, set a cloth on it, together with a glass, a spoon and some bread. She will put the soup in a bowl and the meat on a plate, arrange it all in a tray. She will endeavour to cheer the sick person if they are unhappy. Sometimes she will cut up their meal and pour out their drink, then she will go off to find another person whom she will treat in the same fashion.”

Not much has changed in the past 355 odd years, has it?

Post war evacuations in London during 1939 revealed that many elderly and unwell people did not want to move away from their homes but were unable to look after themselves. A volunteers women’s group began delivering meals...

20 years later the same idea emerged in Australia with South Australia starting up in 1953 serving just 6 meals a day. NSW followed with Surry Hills Council backing the first kitchen in 1957.

Here in the Shoalhaven preliminary meetings were held in Nowra during 1968 with a committee appointed on September 13th to initiate the first Meals on Wheels service.

Today there are 11 services in the Shoalhaven region, 8 in the north and 3 in the south with approximately 800 volunteers continuing the spirit of Vincent de Paul.