



# Manly Meals on Wheels

Service User Handbook

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Office Hours: 8am - 4pm, Monday to Friday

If the office is unattended please leave a message on the answering service and your call will be returned as soon as possible.



northern  
beaches  
council



Meals on Wheels  
New South Wales

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## Welcome to Manly Meals on Wheels

Manly Meals on Wheels supports an independent and social lifestyle providing nutritionally balanced meals to aged people, people with disability and their carers.

Fresh and/or frozen meals are delivered by a team of friendly and caring volunteers and a pickup service is also available for people to purchase meals on a regular or irregular basis.

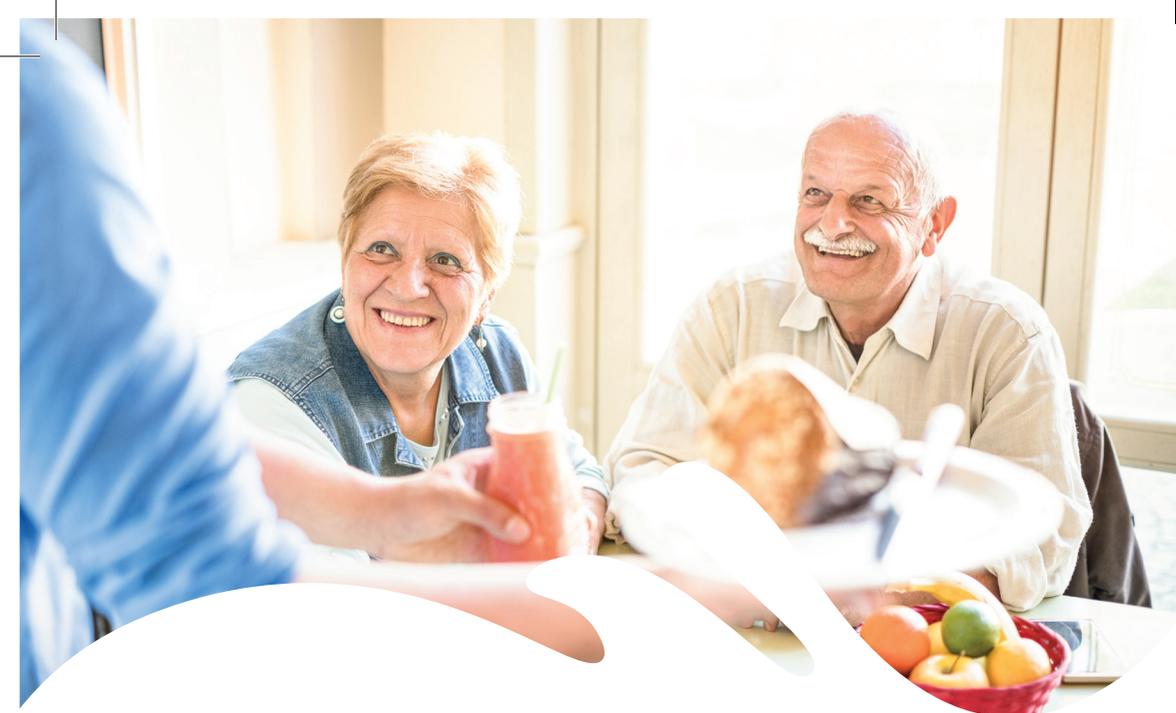
Meals on Wheels supports people to be independent in their own homes for longer. Most people prefer to live at home, but in many cases, they need support to do this. Without community services such as Meals on Wheels clients are at risk of premature admission to aged care.

Manly Meals on Wheels supports:

- The right of people to make nutritional choices
- The right of people to be valued as individuals
- The right of the community to accountable and responsive services
- The right of people to be treated with dignity, respect, privacy and confidentiality
- The right to access the service without prejudice of gender, marital status, religion, cultural beliefs, political affiliation, disability, ethnic background, age or sexual preference.

The service is operated by Northern Beaches Council and funded by the Commonwealth Department of Health in accordance with the Commonwealth Home Support Program (CHSP).

The service delivers from Manly and Clontarf to as far north as Freshwater and Curl Curl. We are looking to extend the service, so get in touch if you live outside the delivery area.



## Community lunches

Everyone is welcome at our community lunches, so come along and enjoy a nutritious three-course meal, meet other people and connect with a supportive network.

- The first, second and third Tuesday of each month at St Matthew's Church Hall, The Corso, Manly
- The fourth Tuesday of each month at Manly Town Hall, 1 Belgrave Street, Manly
- Every Friday at Manly Seniors Centre, 275 Pittwater Road, Manly
- The first Monday of each month at Seaforth Oval Pavilion, Seaforth

All community lunches are held from 11.30am - 1.30pm and cost \$11 per person.

Approximately 25 - 30 people visit us to have lunch, enjoy a chat and good company and some of the lunches are also accompanied by entertainment.

Limited bus transport is available to Seaforth and Manly Seniors Centre at a cost of \$2 per person.

## Social outings

There are two social outings per month which include a drive to a 'mystery' destination and lunch at a local club. This is a nice way to get out of the house and socialise.

Cost is \$11 per person for transport and does not include the cost of the lunch.

### Who can use Meals on Wheels?

Anyone can contact our service and you don't need to be referred. You might need us when:

- You or someone you care for has left hospital or doesn't feel well
- You can't get to the shops
- You are a carer or relative who needs a rest and you want to make sure the person you look after is eating healthy meals.

Any other time you feel you can't cook a meal for yourself, your partner or someone you care for.

## How can Meals on Wheels be arranged?

All you need to do is call Meals on Wheels or be referred to the service by your doctor, a friend or the My Aged Care service. You can contact My Aged Care on freecall 1800 200 422.

Your referral will be assessed by a Meals on Wheels staff member and meals will commence as soon as possible.

## Culturally and Linguistically Diverse Community Members - Interpreter services

Meals on Wheels will arrange for an interpreter and a staff member from the service to come and see you to explain the service, the Service User Handbook and the menus so you feel comfortable.

## Delivery times

The majority of our meals are delivered chilled for eating later in the day. Hot meals are delivered at lunchtime and frozen meals are also available for bulk delivery or to use on weekends or public holidays.

This can vary depending on the number of meals to be delivered.

The volunteers leave Meals on Wheels between 9am and 9.30am each morning and deliveries are completed by 11am. Hot meals are delivered between midday and 1.30pm.

For food safety reasons, you must be home to receive your meal or let us know in advance if you have arranged for someone else, perhaps a neighbour, to accept the meal for you and refrigerate it until your return. If a volunteer calls to deliver a meal and you are not at home as expected, we will call you on your mobile phone or call the emergency contact you have provided to confirm your safety/wellbeing. If necessary, the emergency authorities will be contacted.

On some occasions, it may not be possible to deliver your meal, for example during a severe storm or flood. In such cases, you will be contacted that morning by Meals on Wheels staff to let you know service delivery has been suspended and will recommence as soon as possible. We recommend that clients always keep some non-perishable food at home for emergencies.

Meals on Wheels is a 'person to person' delivery service. Our volunteers cannot leave your meal unless you are at home to receive it because it would not be safe to do so. There is a risk the meal could be left for a number of hours at the wrong temperature, or tampered with.

Please help us by letting us know in advance when you may not be at home so we can make other arrangements for you.

For example, we could:

- Leave the meal with a neighbour
- Arrange to send you an extra meal on another day
- Arrange for delivery later on in the day
- Cancel the meal.

Please phone Meals on Wheels on 8495 6606 if you need to make alternative arrangements for the delivery of meals.

If you have not advised us that you will not be at home to receive your ordered meal, it may be charged to your monthly account

## Meal cost

|              |        |
|--------------|--------|
| Main meals   | \$7    |
| Petite meals | \$5    |
| Desserts     | \$2.60 |
| Fruit juice  | 50c    |
| Soups        | \$2.60 |
| Sandwiches   | \$4.60 |
| Omelettes    | \$2.10 |
| Salads       | \$8    |

\*Individual portions can be purchased and you will be charged accordingly. Chilled, hot and frozen meals cost the same amount.

## Eating and heating recommendations

### Hot meals

Hot meals must be eaten when they are received at lunchtime and should not be kept and reheated later in the day or put in the freezer for another day. If you do not want to eat your meal as soon as you receive it, then we suggest you receive a “chilled” meal delivered in the morning so that you can heat it later in the day at your convenience. You can talk to the staff at any time about changing your order.

### Chilled meals

A chilled meal needs to be kept cold until heated for consumption. Place it in your refrigerator as soon as it is received. The meal needs to be eaten before the expiry date, which is displayed on the packaging.

### Heating chilled meals

Oven: Preheat oven to 180C, leave lid on and heat meal for 20 - 25 minutes.

Microwave: Pierce the plastic with a knife to make a hole in the plastic top, place in microwave and heat on high for four minutes.

OR

Remove lid, take meal out of container. Place meal on a plate and cover.

Leave a gap for steam to escape. Heat the meal on high for four minutes.

### Frozen meals

Frozen meals need to be placed in your freezer immediately upon delivery. They should be consumed before the expiry date as displayed on the label – which is often 12 months in the future.

### Heating frozen meals

1. Thaw frozen meals in the refrigerator for 12 - 24 hours before heating meals or defrost in the microwave.
2. Follow instructions for 'Heating Chilled Meals' (above).

We want your food to look good, taste good and be safe to eat. This means that food must be kept at the correct temperature to stop bacteria from growing.

## Temporarily suspending the service

If you go on holiday, respite or would like to stop receiving the service temporarily for any other reason, you may do so by notifying us in writing or over the phone.

## How to pay for your meals

Accounts are sent out at the end of each month, which must be paid within 30 days.

Payment can be made by cash, cheque and made out to Manly Meals on Wheels. This can be handed to the volunteers - who will issue a receipt or can be mailed to:

Meals on Wheels  
PO Box 82  
Manly NSW 1655

Payment can also be made by credit card over the telephone. There is a credit card fee of 0.7% on all credit card transactions.

If you have any concerns when a person claiming to be from Meals on Wheels comes to your door or contacts you - please ring our office immediately on 8495 6606.

## Financial hardships

If you are experiencing financial hardship, you may be eligible for a reduction in meal costs. Hardship will be determined based on proof of hardship.

## Your care plan

A Meals on Wheels staff member will work with you to develop a care plan. This plan sets out the home support services you have chosen to receive and the way in which it will be provided to you.

From time to time there might be additional support you would like to receive, which is not listed in your plan. In this case, please let us know and we can discuss how we can support you. We will provide you with an updated copy of your plan any time it is varied.

## Volunteers

Volunteers are crucial to the operation of Manly Meals on Wheels. Our friendly and caring volunteers deliver the meals to clients and do a 'safe and well check'. Volunteers also assist with the community lunches, social outings and general administration.

All Meals on Wheels volunteers carry identification and have passed a National Police Check.

The volunteers are unable to do errands or administer medication for you. If you need any assistance or any other support please contact Meals on Wheels on 02 9976 1469 who will direct you to the appropriate service.

## If you are unhappy with the meals or the service

Meals on Wheels aims to provide a high-quality service and we would like to know if you have any concerns about the meals or the service delivery.

You may telephone the Meals on Wheels Coordinator on 8495 6606 or you may prefer to have a family member or advocate phone on your behalf to express your concerns. The Coordinator will follow up any problems you may have with the meal, its delivery or the service in general.

If you are not satisfied with the response from the Coordinator, you may write to the Manager, Direct Services, Northern Beaches Council at PO Box 82, Manly NSW 1655 or contact by phone on 1300 434 434.

You may also contact the New South Wales Meals on Wheels Association on 8219 4200 or the Aged Care Complaints Commissioner on 1800 550 552.

These are free and confidential services, which can assist you in working through complaints about the service you are receiving.



## Do I have rights and responsibilities?

### Your rights as a client:

- You have the right to be assessed to receive Meals on Wheels services without discrimination
- You have the right to a nutritious meal and reliable service
- You have the right to complain or express your concerns about the service without fear of losing the service or suffering any recriminations
- You have the right to have your complaints dealt with fairly and promptly
- You have the right to refuse a service and refusal will not prejudice future access to service
- You have the right to be represented by an advocate of your choice in any appeal or complaint process. This can be a family member or friend
- You have the right to be consulted and involved in the service planning and evaluation processes
- You have the right to be treated with respect and courtesy and have your dignity, privacy and confidentiality respected by staff and volunteers
- You have the right to be given information about other services available
- You have the right to expect an achievable safety standard when receiving Meals on Wheels services
- You have the right to receive a service sensitive to your individual needs, including language skills and cultural background.

### Your responsibilities as a client:

- To answer the door when the volunteers deliver your meal
- To notify the Meals on Wheels office if you do not require a meal or will not be home during meal delivery time. Other delivery arrangements can be made if required
- To pay for the meals delivered to you within 30 days of receiving your account
- To treat staff, volunteers and other clients with respect
- To ensure safe and easy access to your residence
- To advise the service of any relevant matters which may affect the ability of the service to meet your needs
- To notify the Meals on Wheels office if the service or its staff or volunteers are not meeting your needs.

## Advocacy

As a Meals on Wheels Client, you are entitled to use an advocate – ‘a spokesperson on your behalf’ to express your needs and provide feedback. This person could be a friend, family member or an advocate service.

Clients wishing to use an advocate should inform Meals on Wheels in writing of the name of the person you wish to negotiate on your behalf. You have the right to change your advocate at any time but you must notify Meals on Wheels in writing.

If you would like an advocate but don't know of anyone who could perform this service, the Meals on Wheels Coordinator will provide you with a list of independent advocacy services.

Please contact the Coordinator if you would like more information about Advocacy.

## Consent to use and disclose information

Meals on Wheels generally collects your information directly from you. In some cases, however, personal information about you may be provided to us by a third party (for example a guardian, doctor, carer, etc.). In these cases, we will try to ensure that you are aware that Meals on Wheels has collected information about you and the circumstances of the collection.

You can request access to your information and ask for amendments to be made to the information that may be incorrect or out of date at any time.

There may be occasions when it is beneficial to you if a staff member from Meals on Wheels is able to inform family, doctors, hospital staff and other service providers in regard to your health and support being provided.

Personal information may include:

- Your name
- Your address and contact details
- Past and current services provided to you.

You will be provided with a 'Consent to disclose information form' for your agreement.

