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Objective

The purpose of Mudgee Meals on Wheels Service is to maintain frail aged and younger people living with disability and their carers, who are at risk of premature or inappropriate institutionalisation, in their own homes by providing them with nutritious, affordable meals that are appropriate to their individual medical conditions and choices.

Legislative requirements

Disability Inclusion Act 2014 (NSW)
National Disability Insurance Scheme Act 2013 (Cth)
National Disability Insurance Scheme Code of Conduct and Practice Standards
Anti-Discrimination Act 1977 (NSW)
Community Services (Complaints, Reviews and Monitoring) Act 1993 (NSW)
Aged Care Act 1997 (Cth)
Aged Care Quality Standards (applicable from 1 July 2019) and Aged Care Quality and Safety Commission Rules 2018
Australian Government Charter of Rights and Responsibilities – Home Care (2017)
Disability Service Standards (2014) and National Standards for Disability Standards 2013
Work Health and Safety Act 2011 and Work Health and Safety Regulations
Privacy Act 1988 (Cth)
Privacy & Personal Information Protection Act 1998 (NSW)
Government Information (Public Access) Act 2009 (NSW)
State Records Act 1998 (NSW)
National Privacy Principles
Coroners Act 2009 (NSW)

Related policies and plans

Australian Government Department of Health Commonwealth Standard Grant agreement with Mid-Western Regional Council as executed from time to time
Disability Inclusion Action Plan
Access to Information Policy
Records Management Policy
Work Health and Safety Policy

Policy

Mudgee Meals on Wheels believes in:

- The right of people to be informed and supported to make independent nutritional choices.
- The right of people to be valued as individuals.
- The right of the community to answerable, accountable and responsive services.
- 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, sexual preference, inability to pay and geographical location.
- The right of the community to safe, comfortable and reliable services.
- Enhancing the quality of life by providing affordable, nutritional meals.

Outcomes

Mudgee Meals on Wheels pursues the following outcomes:

- That people who are frail-aged and/or living with disability can remain in their own homes with the help of supplied nutritional meals and thus prevent premature institutionalisation.
- The family or other primary givers are supported in their role.
- The service operates in an effective, efficient and accountable manner.
- Carers of frail-aged or people living with disability are recognised for their role.

Target Groups

People who are frail, aged and people living with disability and carers who are at risk of premature or inappropriate institutionalisation.

CLIENT ENTRY

Objectives

Mudgee Meals on Wheels will endeavour to ensure that a food service is available to frail-aged people and people living with disability and their carers living within the town of Mudgee and surrounding regions without discrimination. People cannot be excluded from access to the service on the grounds of their gender, marital status, religion or cultural beliefs, political affiliations, particular disabilities, ethnic background, age, sexual preferences, or circumstances of their carer.

Mudgee Meals on Wheels will provide nutritional needs to the target group through referrals from:

- The Department of Health My Aged Care Portal (or in accordance with other funding body directions).
- The National Disability Insurance Scheme.
- Medical practitioner.
- Hospital or any health or welfare service.
- A relative, friend, carer or neighbour.
- The person requiring the service.

Requests for Assistance

The following factor will be used to determine relative needs:

- The client is unable to prepare meals with safety due to a disability.
- The home cooking facilities or client's cooking methods are unsafe.
- The client lives alone and is isolated from family, community and carers for whatever reason.
- The carer of the client is committed totally to their charges physical well-being.
- The carer is also frail-aged or living with disability.

Policy

- Following initial contact with Meals on Wheels, Coordinators Community Services Officer will contact the person requesting the service within five working days to arrange an initial engagement.
- At (or shortly thereafter; no more than two working days) the initial engagement, the Coordinator or a Community Services Officer will inform the person requesting the service of the availability of his/her preferences.
- If the services are offered to a client on temporary bases, it must be made clear the duration of the service.

- Meals on Wheels service places a high importance on the quality of the client engagement process to make sure that the needs of client are heard, understood and met in an appropriate and acceptable manner that protects the clients' privacy and right to self-determination.
- The engagement is between the Coordinator or a Community Services Officer, the client and with their permission, his/her legal guardian or advocate. Use will be made of an interpreter service, if necessary.
- Priority will be given to clients with the highest need.
- An application form will be explained and completed at the time of the engagement (or following the engagement if the client wishes to do so independently or in consultation with others). At the same time, the client will be given any relevant information on Meals on Wheels. Provision of information may reoccur from time to time as opportunities for the client present or initial information requires updating.
- The Coordinator or a Community Services Officer will advise the client if they are refused the service and why. The Coordinator or a Community Services Officer will advise the client if they are to be placed on a waiting list.
- If the client requests, the Coordinator or a Community Services Officer will refer them to another agency to discuss meal alternatives with the client.

Decision

The decision will be:

- Provision of service.
- Placing the request on a waiting list.
- Refusal of service.
- Referral to another agency.
- Development of an alternate plan, possibly in consultation with other services.

If service is refused

- The person requesting the service should be advised immediately, giving reasons why the service is unable to be provided (eg, dangerous unrestrained dog on the premises, or client lives out of service delivery boundaries).
- Information should be provided on other available services and if appropriate, a referral should be arranged.
- Information should be provided on when, and under what circumstances the person could reapply for Meals on Wheels.
- The person should be made aware of Council's Complaints Policy and its procedures.

CLIENTS WITH SPECIAL NEEDS

Non-English Speaking Clients

In cases where the client does not speak English, an interpreter will be used to ensure that the client understands the initial engagement process, the service being offered and the general information provided in the client's information handbook.

The need for an interpreter should be clearly identified within the client's file.

Aboriginal and Torres Strait Islander Clients

Mudgee Meals on Wheels will endeavour to provide Aboriginal and Torres Strait Islander clients with culturally appropriate services. The CoordinatorCommunity Services Officer should ensure that the information regarding the assessment, review, and service are available in culturally appropriate formats and are clearly explained and understood by the client.

Clients who cannot read or write

In cases where a client cannot read or write, the CoordinatorCommunity Services Officer should ensure that the information in the client's information handbook and information regarding the assessment, review, and services are clearly explained and understood by the client, or his/her advocate.

Clients with Dementia and other Special Needs Groups

Volunteers will be briefed on how to deal with people with dementia or specific disabilities and every effort made to ensure that the service is delivered in an appropriate and sensitive way. For people with severe dementia or severe intellectual, psychiatric or brain injury disabilities, the focus will be more on ensuring that the carers or advocates are fully aware of the contents of the client's information handbook and that they are aware of the information regarding commencement, review, and services. However, to whatever extent possible the client should be given the same information and their questions answered.

Regardless of the class of special need, every client should be supported in his/her independent decision making to the extent possible and practical.

PRINCIPLES TO BE OBSERVED IN ENGAGEMENT

In conducting the initial engagement, the following principles should be observed:-

Information about the engagement

The client should be made aware that they have been referred to Mudgee Meals on Wheels and their needs and expectations, as well as their suitability for receipt of service are being considered.

The client should understand that their service will be reviewed by Meals on Wheels at a minimum, every six months, and that the service provided by Meals on Wheels may change as a result of the review. If services are provided on a temporary basis, clients should be made aware of the duration of the service. An up-to-date copy of the assessment and any reviews must be kept.

The client will be provided with a copy of the client's information handbook at the time of the initial engagement with the contents being verbally explained at that time, as well as at any subsequent reviews.

Coordination with other services

The client must agree to any referrals to another service before they are made. The client's consent should be obtained before any information about them is given to another agency, or requested by Mudgee Meals on Wheels from another agency.

Other options

Alternative options should be discussed with all clients and especially when Meals on Wheels are unable to provide a service.

Alternative services and fee for services options should be identified, and relevant information provided.

The client has the right to refuse a service. Refusal will not prejudice their future access to the service.

Individual needs and preferences

The individual needs of the client are taken into account including their physical, cultural, social, economic, nutritional needs and the needs of their primary carer.

Complaints

Council's Complaints Policy and procedures should be explained at the initial engagement.

Advocacy

Clients should be aware that they may ask a relative, friend or other person to advocate on their behalf.

WITHDRAWAL OF SERVICE

Objectives

- A client has the right to withdraw from Meals on Wheels at any time. This withdrawal does not hinder the client from receiving the service at a later date.
- If Meals on Wheels cannot provide the service to suit the client's needs or expectations, the service may be withdrawn.
- The Coordinator has the right to withdraw the service if the client does not take reasonable responsibility of their delivered service.
- The Coordinator has the right to withdraw the service if the client should act in a way which does not respect the rights of other clients and the Meals on Wheels staff and volunteers.
- The Coordinator has the right to withdraw the service if the client does not take responsibility for the results of any decision they make.

Policy

- A temporary or permanent withdrawal from the service may be made by the client or the Coordinator at any time (preferably in writing)

- The client or advocate will inform the service that they no longer require the service
- Available information will be given to the client on alternative suppliers (where applicable).
- The service will be withdrawn from the client, if inappropriate behaviour is continually shown towards the staff or volunteers.

CLIENT RE-ENTRY TO SERVICE

Policy

1. The Community Services Officer or Coordinator will confirm the client wishes to re-enter the service. The Community Services Officer Coordinator will establish whether the potential client requires the use of an advocate or interpreter.
2. The client will be notified if the service is unable to meet their needs or expectations.
3. The client will be referred to another service if requested, or if deemed appropriate with “duty of care” responsibilities

PRINCIPLES FOR SERVICE DELIVERY

Objectives

Meals on Wheels will endeavour to provide its service in accordance with the following principles:

- Clients are the focus of Meals on Wheels.
- The service exists solely to meet the needs of the client.
- Each client is an individual and has different needs determined by their age, gender, cultural background and life circumstances.
- Clients have a right to make and are offered informed choices for their food service.
- Clients have a right to dignity, respect, privacy and confidentiality.
- Clients have a right to access services on a non-discriminatory basis.

Policy

Meals on Wheels should be tailored to suit the client and meet their needs and expectations as well as being responsive and able to be modified to meet changing needs and expectations of time.

Options may include (where available) a choice of:

- Choice of days for accepting the service.
- An alternative community service.
- Service provider.

However, in presenting options it is important that clients do not feel under pressure.

PRIORITISING OF CLIENTS

Objectives

In some circumstances, Mudgee Meals on Wheels may not be able to cater for those requesting assistance. In these circumstances, the following factors will be used to determine relative need.

Client

- The client does meet the target groups of frail-aged, persons living with disability or carers.
- The client lives alone, or with a carer who is frail-aged or is living with disability.
- The cooking facilities are unsafe.
- The client experiences difficulty preparing meals with safety.
- The client is socially or geographically isolated.
- The client is financially disadvantaged.

Carer

- Is caring for a person living with severe disability.
- Is frail-aged/ill or is living with disability.
- Is socially or geographically isolated.
- Is financially disadvantaged.

Policy

- Priority will be given to persons whose circumstances meet one or more of the above factors.
- Where a person is eligible to receive the service but resources are inadequate, the person will be placed on a waiting list and informed by the Community Services Officer of the decision.
- The Community Services Officer will provide information regarding alternative services available to those placed on a waiting list.

RIGHTS AND RESPONSIBILITIES

Objectives

Clients are the focus of Meals on Wheels and it is important that their rights are acknowledged and promoted at every opportunity. As service users, however, clients also have responsibilities to Meals on Wheels.

Policy

Client Rights

- The client, or with their permission their carer has access to all information about themselves held by Meals on Wheels in accordance with Council's Access to Information Policy.
- In cases where a client has a legal guardian or advocate appointed to act on their behalf, the rights of the guardian or advocate are to be acknowledged and respected to the extent stipulated in the guardianship or advocacy arrangements.
- Clients and, with their permission, their carers, should be involved in decisions about their engagement. They should be aware of all the options available, and any fees to be charged.
- Clients should be made aware of the standard of service which they can expect. Services should be provided in a safe manner, which respects the dignity, and independence of the client, is responsive to the social, cultural and physical needs of the client and the needs of the carer (where applicable).
- Clients have the right to refuse a service and should not prejudice their future access to service.
- Clients have a right to complain about the service they are receiving without fear of retribution.
- Complaints by clients should be dealt with fairly and promptly in accordance with Council's Complaints Policy.
- The client may involve an advocate of their choice to represent his/her interest.
- Clients' views should be taken into account in the planning and evaluation of the service.
- Clients' rights to privacy and confidentiality should be represented.

Objectives

To ensure that Mudgee Meals on Wheels services are accessed by all sections of the community, it is important that the service is strongly promoted.

Policy

That all the target groups of the frail-aged, the disabled and carers are informed of the service and opportunities available to meet their nutritional needs.

Outcomes

- A community brochure is developed and maintained.

- The brochure is distributed to all health and welfare agencies in the region, including community centres, doctors surgeries, libraries and pharmacies.
- The Coordinator and the Community Services Officer are responsible for maintaining list of relevant agencies in the region and for ensuring adequate supplies of information on the service is always available.
- Promotion of the service by radio, the press and social media.

PRIVACY AND CONFIDENTIALITY

Objectives

Protecting the privacy of clients is very important to Meals on Wheels and the following policies and procedures are designed to ensure that details about clients are kept confidential.

Policy

- The initial engagement of a client and any follow-up or review should take place in the client's own home. If this is not possible, it should take place in an area which provides privacy and confidentiality.
- The assessment and review should be between the Community Services Officer (or a service staff member) and the client and, with the client's consent, his/her legal guardian or advocate.
- The Community Services Officer should note any particular privacy requirements of the client.

Privacy and Confidentiality of Information

- The only information held by Mudgee Meals on Wheels about a client will be information necessary to provide the service.
- Information should be as non-obtrusive and objective as possible, yet relevant and up-to-date.
- The client has the right to withhold information for privacy reasons provided this does not place any stakeholder at risk of harm.
- Information about a client will not be shared with another agency without the permission of the client or his/her legal guardian or advocate, except in the case of an emergency.
- Clients have the right to read any personal information kept about them by Mudgee Meals on Wheels in accordance with Council's Access to Information Policy. Requests from clients to access files should be referred to the Coordinator, who should ensure that assistance is provided for the client to access information on his/her file within a reasonable timeframe.
- Information regarding clients will be stored in a filing cabinet, which is kept locked when the office is unattended and within Council's Records Management System. This information is only accessible to the Coordinator, the Community Services Officer and relevant Council staff.

Outcomes

The procedure for opening Meals on Wheels client files involves:

- An individual file will be created for each client following initial engagement (should the client choose to proceed with the service).
- Procedures for the storage, retrieval and re-filing of files will be developed in accordance with Council's Records Management System.
- File notes should be kept on client contact which include:
 1. Engagement
 2. Review
 3. Change in care plan
 4. Change in circumstances of the client or client preferences
 5. Reports/information from other agencies
 6. Requests from the client for any change in service.

Files removed from the office should be placed inside a folder, which does not identify the client.

Hard copy files should be stored in the filing cabinet when not in use.

All incoming and outgoing correspondence will be handled in accordance with Council's Records Management Policy.

Length of time records are held

If the service of Meals on Wheels has stopped being provided to the client, but may need to be resumed at a future date, information relating to the client will be kept in the filing cabinet for a period of five years before being archived.

If the service will not need to be resumed, the client records will be managed in accordance with Council's Records Management Policy.

Identification

All Mudgee Meals on Wheels staff and volunteers will be given either a badge or lanyard identifying them as Council or Meals on Wheels staff or volunteers. This will be shown to clients at every contact in their home until the client knows the representative person.

Training

All staff should be aware of and understand the policy on privacy and confidentiality.

COORDINATION OF THE SERVICE

Objectives

It is important for the service of Meals on Wheels to co-ordinate with other government and non-government services at a local level. This ensures that the service provided is effective and efficient and avoids duplication or gaps in service.

Meals on Wheels will keep in contact with relevant services through representation at regional forums and meetings, including Interagency and regional Meals on Wheels forums.

The Community Services Officer will make sure that staff of other agencies understand the services available through Meals on Wheels. They in turn will be able to promote Meals on Wheels amongst their own clients and refer people who may be eligible.

CLIENT REVIEW

Objectives

The Community Services Officer should initiate regular reviews, these should be every six months or as required. The client should be involved in any review and agree to any changes in service.

A new plan should be completed and fully explained to the client (or his/her advocate) after a review.

Complaints

The client should be made aware that they may lodge a complaint should they have any concerns regarding their service. This should be emphasised to them at the time of review when the information in the client information handbook is being explained.

Complaints will be handled in accordance with Council's Complaints Policy.

Coordination with other services

If other agencies are involved in providing services, they may all be involved in the review of client's services. If appropriate, a joint review could occur or alternatively, a case discussion following the review.

Permission must be obtained from the client before any information is shared.

FEES AND CHARGES

Objectives

Fees charged for services provided by Meals on Wheels are determined by Council and reviewed annually.

Policy

Meals on Wheels recognises that many clients have a limited capacity to pay for services provided, however, the payment of a fee for Meals on Wheels by clients who have the capacity to pay is endorsed. Meals on Wheels will ensure that clients are not excluded from utilising the service in cases of financial hardship.

Capacity to pay

In assessing clients ability to pay for Meals on Wheels the following shall apply:

- Information will be obtained from each new client as to what other community services they are receiving and the costing of these services.

- The assessment will be based on the client's own statement of income in the form of an application for review of fees. Sighting of bank statements will not be required but a paper trail must be kept by the service in order to ensure no internal abuse of process.
- Information obtained about a client's income and expenditure will be treated as private and confidential.
- Clients will be asked to advise Meals on Wheels within 30 days of any significant change in circumstances, which may alter status in relation to the payment/non-payment of fees (eg. compensation payment ceases etc.).
- Clients, potential clients and their advocates may lodge an appeal with the Commonwealth Home Support Program Services Coordinator (the Community Service Officer's direct supervisor) if they are unhappy with the level or extent of fees charged.
- This can be done in writing or by telephone and only requires that the client ask the Coordinator to review their fees.
- All clients will be advised of the appeal process.

Payment of fees

All clients will be informed of the fees associated with any service at the time of initial engagement and given a copy of the fees list. Clients will also be advised of any forthcoming variation to fees that may affect them.

Service for which fees are not charged

Fees do not apply to information, advocacy, engagement and review services.

Collection of fees

- The client is invoiced once a month and fees are to be paid using one of the methods outlined on the invoice.
- The client will be issued with a receipt upon payment.

Appeals mechanism

All clients and potential clients shall be advised of the process for lodging an appeal if they are unhappy with the level or extent of fees charged.

The process for appeal is:

- The client contacts the Coordinator in writing or by telephone about their concerns with the fee.
- The Coordinator responds within 7 working days and consults with the client regarding the situation.
- In some instances, based on the principles outlined under Capacity to Pay, the Coordinator may arrange for the fees to be waived or reduced.

- If the client is not satisfied with the result of the Coordinator's response, the matter will be dealt with in accordance with Council's Complaints Policy.
- Any client who appeals about the level or extent of fees charged will receive a written statement of the outcome of their appeal and advice of what steps they can take if they are still not satisfied.
- No client will be disadvantaged or penalised as a result of lodging an appeal about the fee charged.

CLIENT ADVOCATE

Objective

Meals on Wheels will accept advocates as representing the interests of the client.

Policy

Where appropriate, Meals on Wheels will assist clients and potential clients to access an advocate or advocacy agency that will protect their interests and rights. Advocacy must be in the best interest of the client and not an extension of the service.

Clients may use an advocate of their choice to negotiate on their behalf. This may be a family member, friend or advocacy service.

Advocates may be used during engagement, reviews, and complaints or for any other communication between the client and the service.

The following guidelines for an advocate are observed by Meals on Wheels:

- The client should be informed of their right to use an advocate, and should regularly be reminded of this option.
- Where possible, clients wishing to use an advocate should inform the service in writing of the name of the person they wish to negotiate on their behalf.
- The client has the right to change their advocate at any time and should inform the service in writing (where possible) of any change.

This information is available in the client's information handbook or brochure and should be explained at formal engagements and reviews and through informal discussion.

CLIENT COMPLAINTS

Objectives

Responses from clients is important in ensuring that services are continuing to meet client's needs and for planning an appropriate service for Meals on Wheels.

An important source of feedback is client complaints and these are welcomed and encouraged by Meals on Wheels.

Policy

- All complaints will be dealt with fairly, promptly and confidentially and in accordance with Council's Complaints Policy.
- All clients should be made aware of their right to complain, and should fully understand the complaints procedure and the use and availability of an advocate.
- 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 Community Services Officer and Coordinator should take steps to ensure that clients feel comfortable to continue accessing the service after making a complaint.
- Information on the complaint procedure of Meals on Wheels is to be included in the client information handbook and presented to and explained to the client at the time of assessment.
- The client has the right to use an advocate of their choice to negotiate on their behalf with the Community Services Officer. This may be a family member or friend, or an agency, such as Disability Information Advocacy Service Inc.
- All complaints are to be recorded and stored in Council's Records Management System and treated in accordance with Council's Complaints Policy.
- Person/s affected by the complaints should be fully informed of all facts and given the opportunity to put their case forward.

Outcomes

Clients are encouraged to raise their complaints with the Community Services Officer or Coordinator:-

- If the client is not satisfied with the outcome, or not happy to discuss the issue, they should use an advocate to negotiate on their behalf.

Procedure

If after the Complaints Policy procedure, the issue is still not resolved, the client can complain to the (as relevant):

The Ombudsman's Office
 (NSW) Community Services
 Division Level 24, 580
 George Street
 SYDNEY NSW 2000
 Phone: 1800 451 524 (Freecall)
 Email: nswombo.nsw.gov.au
 Web: www.ombo.nsw.gov.au

Aged Care Quality and Safety Commission
 GPO Box 9819
 SYDNEY NSW 2000
 Phone: 1800 951 822
 Email: audit.feedback@agedcarequality.gov.au
 Web: www.agedcarequality.gov.au

NDIS Quality and Safeguards Commission

PO Box 210
PENRITH NSW 2750
Phone: 1800 035 544
Web: www.ndiscommission.gov.au

Confidentiality of complaints

As far as possible, the fact that a client has lodged a complaint and the details of that complaint should be kept confidential amongst Council staff directly concerned with its resolution. The client's permission should be obtained prior to any information being given to other parties, which it may be desirable to involve in order to satisfactorily resolving the complaint.

VOLUNTEERS

Objectives

Meals on Wheels recognises the valuable contribution to the service made by volunteers and actively encourages their participation because it:-

- Enables volunteers to contribute to their community.
- Provides the opportunity for work experience and the development of new skills in volunteers.
- Enhances the range of services available through Meals on Wheels.
- Allows for wider community participation in the service.

Policy

The process used for the recruitment of volunteer organisations is as follows:

Requests for volunteer organisations will be advertised in the local press, radio and social media.

Interested volunteer organisations will be interviewed and will cover the following areas:

- Name
- Address
- Telephone number
- Times available
- Commitment
- Explain reimbursement for expenses
- Names of two referees

Photocopy of individual volunteers':

- Driver's licence

- Insurance
- Vehicle registration

Original identification will also need to be presented to service staff accompanied by an executed Consent for a Criminal History Record Check for each individual volunteer.

The Community Services Officer should inform the volunteer as soon as possible of his/her decision regarding recruitment.

If the volunteer's application is rejected they should be given the reasons why.

If the application is accepted the volunteer should be given a copy of the Volunteer Information Handbook, as well as a Volunteer Agreement.

Sufficient time should be allowed for the volunteer to read the information and ask questions before signing the agreement and commencing volunteering. An induction and orientation process will also be conducted with the new volunteer(s).

Agreement of employment for volunteers

All volunteers must sign a Volunteer Agreement and have a Criminal Record check clearance before commencing volunteering.

Code of behaviour

Volunteers are expected to conform to Council's Code of Conduct and comply with privacy and confidentiality expectations.

Volunteer service delivery

Any individuals under the age of 16 volunteering for the service, must be accompanied by a registered, adult volunteer.

Volunteers are encouraged to undertake deliveries in pairs. If, on any occasion, the person a volunteer is scheduled to deliver with is unavailable, the Community Services Officer is to be notified immediately in order that alternative arrangements may be sought.

DEATH OF A CLIENT

Objectives

Council staff and service volunteers will respond immediately to the situation of the death of a client with dignity and sensitivity.

Policy

The response to the death of a client is to be sensitive and appropriate. This includes ensuring that:-

- The cultural and religious beliefs and practices of the client and their family are respected.
- The response is dignified and prompt to minimise the distress arising from the event.
- Confidentiality is to be maintained by staff and volunteers with respect to the death, meaning the event is only to be discussed with those associated and carrying responsibilities regarding the immediate situation.

Procedures

- Staff / Volunteers to call 000, **do not** move or touch the client.
- Volunteers to notify the Coordinator or Community Services Officer.
- Volunteers to wait until the Coordinator or Community Services Officer and relevant emergency services arrive.
- The Community Services Officer will organise for replacement volunteers to continue the meal run.
- The Coroners Act (2009) requires that either police or coroner be notified of the death.
- The Community Services Officer and Coordinator will assist police with enquiries.
- An incident report must be completed by the volunteer involved as soon as practical after the incident.
- The death of a client is a critical event. Volunteers may request a debriefing through the appropriate channels.
- Bereavement support may be provided to volunteers who are experiencing grief following the death of a client.
- The Coordinator or Community Services Officer and/or volunteers will obtain advice from or refer to a bereavement counselling service for emotional or practical support, if necessary. In exceptional circumstances, and at Council's discretion, Council's Employee Assistance Program may be available to a volunteer.

SERVICE PROMOTION

Objectives

To promote the service to the community and surrounding area.

Policy

1. The Coordinator will promote the service regularly by:-
 - Responding to all enquiries.
 - Visiting prospective clients following referrals.
 - Distributing brochures to Community Health Centres, surgeries, pharmacies, Home Care and other aged care groups.
 - Local media, eg radio station, local newspaper and social media (as appropriate).
 - Other community support services.
 - Meetings such as interagency and disability services.
2. The Coordinator will conduct surveys with clients every 12 months or more often if circumstances change and also:-
 - Client reviews.
 - Phone calls / visits to clients.
 - Complaints received.
 - Informal feedback follow-up (clients / volunteers).
 - Meetings with clients / carers / family members or advocates.
3. The Coordinator will follow-up on any feedback received promptly and confidentially.
4. The source of the complaints will be informed of the outcome.
5. Council's Finance Department, along with the Manager of Community Services and the Coordinator will ensure that the annual budget supplied by funding bodies from time to time is maximised to promote the service by:-
 - Regularly monitoring the budget.
 - Ensuring accurate financial procedure is followed.
 - Adhering to the requirements of the funding bodies and Council.
 - Maintaining relevant insurances, such as workers compensation, public liability, professional indemnity, building / contents, and volunteer personal accident insurance.

USE OF CLIENT INFORMATION AND REFERRAL RECORD

Objective

A client information and referral record must be completed for all clients.

Policy

- All information collected at the initial engagement of a client is entered in the referral paperwork and is kept by the service in a locked filing cabinet.
- Information collected within the referral paperwork will be entered on the meal management software.
- Upon request, a copy of the completed referral paperwork is left with the client after the initial assessment along with all other relevant information of Meals on Wheels.
- A referral to another service may be made using the referral paperwork provided the client has signed the permission section of the paperwork.

WORK HEALTH AND SAFETY

Objectives

Work health and safety for staff, volunteers and clients within the Meals on Wheels organisation and those visiting the organisation are considered to be the utmost importance.

Policy

- Hazard identification, assessment and control.
- Changes to work methods and practices.
- Emergency procedures.
- Reporting and recording of incidents, accidents, near misses, injuries and illnesses.
- Provision of information to volunteers and clients.
- Smoke free working area.
- Completion of the risk section of the client records regarding animals. Eliminate/minimise hazards around the home of clients for the safety of the service provider.
- All employees and volunteers are required to co-operate with the Council's Work Health and Safety Policy to ensure safety to themselves and safety to others in the workplace.
- The premises of the Meals on Wheels office have fire safety equipment and a first aid kit.
- The Meals on Wheels car is fitted with an up-to-date first aid kit.
- In the case of a volunteer suffering from an illness, that volunteer is not to deliver Meals on Wheels.

SERVICE MANAGEMENT

Objectives

To manage the service in accordance with relevant aged care and disability standards (as amended from time to time) and the requirements of any funding bodies from time to time.

To manage the service in accordance with Council's policies.

To ensure that the service has annual planning and evaluation mechanisms in accordance with funding body guidelines.

To ensure the service complies with reporting mechanism in accordance with funding body and Council guidelines and policy.

A commitment to continuous improvement in delivery of the service by surveying clients annually, and actions for improvement taken based on the survey.

To provide a service that is appropriate to the individual needs of each client.

Policy

- The Service will be managed by the auspicing body, Mid-Western Regional Council, through the Manager Community Services and the Coordinator.
- Council will provide financial management and accountability to the funding body.
- Council will maintain all relevant insurances covering workers compensation, public liability, professional indemnity, building and contents and volunteer personal accident insurances.
- Day to day facilitation of the service will be the responsibility of the Community Services Officer in accordance with his/her position description.
- The service budget will be regularly monitored and adhered to.
- Reports will be submitted to Council quarterly of client numbers and meals supplied.
- Service statistics will be electronically submitted to funding bodies on a quarterly basis.
- Work health and safety will be adhered to in accordance with Council's policies.
- Conduct an initial engagement with every new client.
- Compliance with Council's Records Management Policy.
- To provide a service that caters to the needs of people from culturally and linguistically diverse backgrounds, Aboriginal and Torres Strait Islanders, and people who may be socially and financially disadvantaged.

- Conduct regular reassessments by phone/visits.
- To provide a service to suit people with special dietary needs.
- Collect feedback from clients by regular phone calls.
- Collect feedback from surveys of existing clients.
- Act on information provided by clients on improvement to the service.
- Act on information given by volunteers on improvements to the service.
- Act on complaints received from clients/carers/volunteers.

CONFLICT OF INTEREST

Objectives

To provide a framework for clients, carers, volunteers and staff to recognise and deal with conflicts of interest.

Policy

As a government funded organisation, the service must be impartial and fair in dealing with clients, carers, volunteers, suppliers and the general public. To do this, it is essential that all possible conflict of interest are appropriately handled.

The Community Services Officer, Coordinator, other service staff and volunteers need to be aware that gifts and benefits may be specifically offered to influence the attitudes or decisions of the recipients in favour of the giver. In this case, the gifts or benefits must be regarded as bribes and the giving and acceptance of them is a criminal offence.

The difference between token gifts and benefits and other gifts and benefits is explained in Council's Gifts and Benefits Policy.

USE OF MEALS ON WHEELS VEHICLE

Policy

The following policy applies to the use of Mudgee Meals on Wheels vehicle:-

- The cost of travel is to be kept to a minimum.
- All grant conditions relating to the use of the vehicle must be strictly adhered to.
- Staff must have an appropriate current licence before using the vehicle.
- The vehicle is to be used solely for work purposes. Private use of the vehicle is not permitted.
- Vehicle must be locked at all times that it is unattended.

- The primary user of the vehicle will ensure that the vehicle is maintained to the appropriate standard by;-
 - Cleaning the vehicle inside and out on a regular basis.
 - Making sure that the vehicle has petrol and oil at all times.
 - Reporting when the vehicle is damaged, or when repairs are required.
 - Making sure that the required servicing and maintenance is carried out.
- Emergency breakdown service through Council is available for the vehicle.
- Petrol is to be obtained from Council's referred local fuel supplier and will be accounted for against the vehicle not the driver.
- The vehicle is to have a fuel charge card. This card must be presented at Council's referred local fuel supplier for payment. The card must remain in the car at all times. Coordinator
- Emergency telephone numbers are displayed in the vehicle. This includes the hospital, police and local general practitioners.

Procedures

The service vehicle is to be used specifically for:-

- Travelling to and from Pioneer House each weekday.
- Filling-in for volunteers in delivering meals and delivering meals out of usual service boundaries in exceptional occasions and as authorised by the Coordinator.
- Visiting clients for assessments and re-assessments.
- Travelling to and from conferences, forums and work-shops associated with the service.
- Travel associated with the service.
- The vehicle is to be garaged the locked carpark at the rear of the Community Services Support Centre.
- All expenses and repairs (except under warranty) are to be met by the service.

