



Meals on Wheels Mudgee



More
than just
a meal





About Meals on Wheels

Meals on Wheels delivers healthy meals to clients homes not only to ensure their nutritional requirements are being met, but to provide regular social contact and a friendly check to see all is well. This enables older and younger people with disabilities and their carers to continue to live in their own homes, were most people are the happiest.

Meals on Wheels has had a place in the hearts and homes of many clients in Mudgee for over 50 years.

What Services are offered?

Meals on Wheels provides delivered hot meals and cold desserts from Monday to Friday between 12.15pm and 1pm within the Mudgee Township. We also provide Frozen Meal options to those in rural and remote areas of the local government area. Meals on Wheels provides flexible options to suit the requirements of our clients. You can receive meals from 1 day a week to 7 days a week.

The frozen meal option is also available to everyone for weekend meals. Frozen meals can be delivered in the township or collected from the Carmel Croan Community Support Centre with Prior Notice.

Who delivers the meals?

Meals on Wheels are among the most successful of Australian organisations in recruiting volunteers and here in Mudgee we are of no exception. Our volunteers are committed and outstanding in providing a warm and friendly face to our clients.



Who runs the Service?

The service is auspiced by Mid-Western Regional Council. The co-ordinator is responsible for the promotion of the service, assessments of potential clients, re-assessment of existing clients and the recruitment of volunteers.

Who can use this Service?

Meals on Wheels is a service for clients who are;

- Over 65 years of age
- 50 years or over for Aboriginal and Torres-Strait Islander clients.
- Meals on Wheel Mudgee also offer meals under the National Disability Insurance Scheme (NDIS) for people who are under 65 years of age, have a disability and meet the access requirements.

For further information contact the office on 0263 78 22714.

Why do people access Meals on Wheels?

There are many reason why people choose to access meals on wheels some of these are:

- I am struggling to cook for myself
- I have been in hospital
- I have lost interest in food and no longer cook for myself



- I want to improve my diet
- I feel safe having someone checking on me on a regular basis
- My family and friends are unable to assist with my meals
- It has become unsafe for me to cook myself

What do our meals consist of?

Our meals provide the following options:

- Main Meal (Meat & Vegetables/Salad)
- Dessert
- Sandwiches
- Soups
- An extensive variety of Frozen Meals.

Sample Menu Items

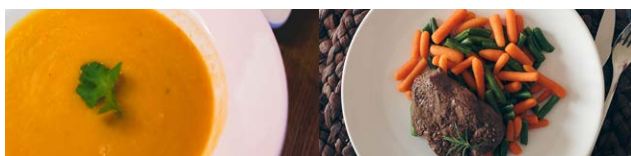
Main Meals

- *Grilled Chops/Gravy/Vegetables*
- *Sweet & Sour Pork & Rice*
- *Roast Lamb/Chicken/Beef/Pork*
- *Chicken and Vegetable Casserole*
- *Pickled Pork with Mustard Sauce & Vegetables*

Desserts

- *Passionfruit Cheesecake*
- *Golden Syrup Pudding*
- *Raspberry/coconut slice/custard/cream*
- *Custard and Fruit*

Meals on Wheels provides meals to suit a client's personal requirements and can accommodate special dietary needs, tastes and preferences.





What are my rights & responsibilities as a Meals on Wheels Client?

You have rights to

- Be treated with dignity and respect.
- Be assessed to receive services regardless of disability, English language skills, religion, cultural background, gender, age or sexual preference.
- Be informed of what services are available.
- Choose what services you will receive.
- Be involved (or nominate an advocate) in decisions about your Customer Assessment and Care Plan as well as be aware of the options available and fees to be charged.
- Privacy and confidentiality which means that no information about you will be provided to anyone else without your permission.
- Be represented by an advocate of your choice.
- View any information about yourself held by Mudgee Meals on Wheels (or by an advocate nominated by you).
- Withdraw consent to release your personal information to other CHSP services.
- Withdraw consent to be included in Minimum Data Set (MDS).
- Refuse a service.
- Appeal changes in the service.
- Re-apply for service if your circumstances change.
- Complain or express your concerns about the service without fear of losing the service.
- Have your concerns dealt with fairly and promptly.
- Ask a family, friend or an advocate to speak with the service on your behalf.
- A smoke-free environment means Meals on Wheels volunteers or staff will not smoke in your home.



You have the responsibility to

- Ensure you are at home to receive the meal.
- Never leave an esky / container outside your door to collect your meal. This is classed a health hazard. Meals will not be left outside in a container.
- Notify the office at least 24 hours in advance if you are going away or do not require meals as a charge would otherwise apply. (does not apply to emergency situations).
- Advise the office if you have a doctors' appointment and arrangements will be made to deliver your meal a time suitable to you.
- Ensure you make appropriate decisions about meal choice especially when diet-specific.
- Ensure safe and easy access to your residence with your house number clearly visible.
- Ensure that any animal is kept under restraint during the meal delivery period.
- Respect the rights of volunteers and staff by not smoking while service providers are in your home.

Complaints

We welcome your feedback and concerns as we strive to provide the best possible service to our clients. By contacting the co-ordinator most problems can be solved quickly and easily. If you are not satisfied with the outcome you have the right to contact the Aged Care Complaints Commissioner.

Online agedcarecomplaints.gov.au

Phone 1800 550 552

In writing address your written complaint to:

Aged Care Complaints Commissioner
GPO Box 9848
(Your capital city and state or territory)



Who can refer a client to the service?

- People can refer themselves
- Family or Friends
- Medical Practitioner
- Hospitals
- Service Provider

How do I start the referral process?

There is an initial assessment to establish eligibility for the service and then re-assessment when required.

Referrals to the Meals on Wheels service can be made through My Aged Care.

Call 1800 200 422

OR

My Aged Care website www.myagedcare.gov.au

Further Assistance

If you require any assistance with the referral process or would like to discuss our Meals on Wheels Service please feel free to contact the Mudgee Meals on Wheels Service Officer based at Mid-Western Regional Council.

Address: Carmel Croan Building
Mid-Western Regional Council
88 Market Street, MUDGEE NSW 2850

Phone: 02 63 78 2714

Email: council@midwestern.nsw.gov.au



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Mid-Western Regional Council
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Email: Council@Midwestern.nsw.gov.au

www.midwestern.nsw.gov.au

Funded by the Australian Government Department of Social Services.
Visit the Department of Social Services website (www.dss.gov.au)
for more information.