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# 1. WELCOME TO MEALS ON WHEELS HOLBROOK & GREATER HUME AREA SERVICE INC.

Holbrook Meals on Wheels Service Inc.(HMOW) is the responsible body for Meals on Wheels Holbrook and Greater Hume area and all related services we provide.

The staff and management of HMOW have been assisting people living in the community since 1970 and we no welcome you as a client of our services and look forward to working with and supporting you to continue to live the best life you can.

## 1.1 CONTACTING US

Contact Person	Phone Number	Email
Administration	02 60363677	office@holbrookmealsonwheels.com.au
Home Support Coordinator	02 60363677	homesupport@holbrookmealsonwheels.com.au
Service Manager	02 60363677 0428 466 455	manager@holbrookmealsonwheels.com.au

***If you have concerns about our service, please feel free to talk to any of our staff or to ring any of the people listed above. We value your input and encourage your feedback.***

## 1.2 OUR VISION

Our vision at HMOW is to help maintain frail aged people in their own homes for as long as possible and for as long as they wish to remain there, thereby avoiding inappropriate and premature institutional care.

We aim to maintain and improve our services.

The Commonwealth Government subsidises our services. **There is a co-contribution fee to use our services**, however HMOW **services** are not means tested.

## 1.3 OUR OBJECTIVES

Our objectives are:

- To support frail, older people to stay living in their own homes for as long as they can and wish to do so,
- To support family or other primary care givers in their role and,
- To operate in an effective, efficient and accountable manner in partnership with our clients and staff.

## 1.4 OUR PHILOSOPHY

HMOW believe in:

- The right of people to make informed choices and maintain their independence in their own lives,
- The right of people to dignity, respect, privacy and confidentiality,
- The right of people to be valued as individuals,
- The right of people to access services on a non-discriminatory basis and,
- The right of the community to receive accountable and responsive services.

## 2. OUR SERVICES

We provide support under the Commonwealth Home Support Program (CHSP) which provides a basic level of services. These CHSP services are designed to enhance your quality of life and to maintain your independence. We are supported with funding from the Australian Government Department of Health & Ageing.

### **We provide much more than just a meal!**

These services are:

- Meals on Wheels,
- Other Food Services – Food Preparation in your home, menu planning, nutrition advice,
- Social Support,
- Transport,
- Home Care brokerage services (ask your Home Care provider).

## 3. CARE AND SUPPORT WE OFFER

The services we offer under these programs can include:

### 3.1 MEALS

For people unable to cook, we can provide a delivered meals service. We have a large menu, of over 100 meals, for you to choose from. We deliver nutritious meals, which meet the National Meal Guidelines for older people, to your own home, to suit your needs and requirements.

In the Holbrook area, clients can choose to have a daily hot meal six days a week or frozen meals can be delivered to your home at your convenience. Other weekend meals are delivered frozen along with Friday's delivery. Meals may also be collected directly from our premises by yourself or your representative if you prefer.

For clients in Culcairn, Walla Walla and other parts of the Greater Hume area, frozen meals can be delivered to your home weekly, fortnightly, or as you choose. We are able to deliver to anyone living in the Greater Hume Council area and to more remote rural locations.

Please talk to the coordinator to discuss delivery times and schedules.



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Our organisation follows strict food handling procedures and ensures that meals are of the highest quality. We offer a large choice of meals, and you may choose from a variety of nutritious meals which can be delivered to your door five days per week. (Weekend meals are delivered frozen on Friday). If you prefer you, or your representative, may collect the meals from our premises at 114 Albury Street, Holbrook.

We can cater for special dietary requirements and are able to provide culturally appropriate meals upon request. As well as this, we encourage clients to consider joining our social activities and/or other food services\*.

***\*You will have been assessed for these services. If you are not sure, please ask us or you can call: My Aged Care on 1800 200 422***

### 3.2 OTHER FOOD SERVICES - NUTRITION, HYDRATION AND MEAL PREPARATION

We can provide someone to help you with preparing meals in your own home, including special diets for health, religious, cultural or other reasons, and cooking lessons. We can assist with Menu planning and nutritious food choices.

### 3.3 SOCIAL SUPPORT

Social Support assists people to participate in community life. It includes social activities and assistance with day-to-day tasks such as shopping, assistance with minor domestic tasks, friendly visiting, friendly telephone calls, assistance to attend outings and day trips or attending appointments, banking, paying bills and letter writing.



We also host twice weekly Gentle Exercise sessions in Holbrook.

Individual transport to appointments may be provided as part of our Social Support programme, where the major need is to have another person to support you.

### 3.4 TRANSPORT

We can provide Transport services to people who live in the Holbrook and Greater Hume area. To access Transport services, you will require a referral from My Aged Care (MAC) for Transport services.

### 3.6 BROKERED SERVICES & HOME CARE PACKAGES

We also provide brokered services on behalf of other providers. This means that your provider, not you, pay us for the majority of the service.

Although we are not a Home Care Package provider we are still able to support you with services through a brokerage agreement with your chosen provider. We can provide meals, home support and social support and transport as part of your Home Care package.

**Please speak to your Home Care service provider and let them know if you wish to use our services.**

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### Support and Information

We have pamphlets available which provide useful information on various issues which you may be facing such as advocacy, health supports, My Aged Care, community supports and information are available.

Please contact our office if you require information on other services, we may be able to assist you.

**Services are provided Monday to Friday between 9.00am - 4.00pm and our office is open between 9.30am - 3.30pm**



## 4. ASSESSMENT AND REVIEWS

Pathway to accessing services:

1. Contact My Aged Care 1800200422.
2. Have a Home Support assessment.
3. Agree on a home support plan.
4. Select service providers and agree on fees.
5. Manage your services.

To receive services from HMOW you will need to be assessed by My Aged Care. The assessment process is commenced by phoning My Aged Care on 1800 200 422 between 8am to 8pm on weekdays and between 10am and 2pm on Saturdays or visiting the website at [www.myagedcare.gov.au](http://www.myagedcare.gov.au)

If you would like support signing up with My Aged Care, make an appointment with our staff and they will sit with you and support you through the process of signing up to My Aged Care.

My Aged Care will conduct an initial phone assessment to establish eligibility and discuss referral actions. They will gather general data such as your name, date of birth, Medicare details and any family or carer supports.

If the My Aged Care contact centre refers you for a home support assessment, a Regional Assessment Service (RAS) assessor will contact you to arrange a face-to-face assessment in your home. During the home support assessment, the RAS assessor will ask you about your day-to-day activities, your needs and your preferences – what you can do well, what you need some help doing and what you want to be able to do.

Support is provided based on your assessed needs and a support plan will be developed to maximise your independence and quality of life. For example, your home support plan might include advice or referrals for:

- Meals and food preparation,
- Transport for appointments and activities,
- Support to attend social gatherings to help you remain connected to your community,
- Strategies for exercise and to reduce falls,
- Assistive devices to help you stay independent and safe in your home.

Your referral will be forwarded to us or other services providers as required. You may request that your referral be sent directly to us if you prefer us to provide your service.

Our staff will review the information from My Aged Care at your Service Commencement Meeting to develop the support plan with you.

We will review or re-assess your support whenever you or our staff feel it is necessary, and at least once every 12 months.

Reviews and re-assessments allow us to understand your needs, work with you to identify your goals of care and to make sure you are receiving the support you need and want. If your needs change significantly, we may refer you back to My Aged Care for a new assessment.

We are very aware that every person is different, and we encourage you and/or your representatives to tell us about your needs, goals and preferences for care and services. Our staff will discuss these with you at re-assessments and whenever it appears necessary.

***We welcome and encourage you to tell us, at any time, about anything you are not happy with or changes you would like.***

## 5. MAINTAINING YOUR INDEPENDENCE

### 5.1 WE WORK WITH YOU

As part of our approach to the provision of support, we work in partnership with you to meet your changing needs and to maintain your independence. Sometimes this may mean providing more support at times that you need it and at other times reducing support to ensure that you do not lose your independence. Any changes are fully discussed with you before they occur.

Sometimes a person's support needs are greater than we can provide. If this occurs, we will discuss it with you and will arrange a referral to My Aged Care who will organise another service provider who can meet your needs.

### 5.2 HOW YOU CAN HELP - KEEPING WELL

The most important thing you can do to work with us in maintaining your independence, is keeping well. This can include:

- Make sure you get adequate fluids,
- Eat adequate amounts of healthy and nourishing food,
- Take your medications as per your doctor's instructions,
- Speaking to your doctor or health professional about continence if needed,
- Get your vision, hearing and teeth checked regularly,
- Avoid infection by practising good hand hygiene, speaking to your doctor about relevant vaccinations and staying away from others with infections,
- Protect your skin by washing and drying skin thoroughly, moisturising your skin twice a day and seeking advice when you have a skin tear,
- Try and stay active, move every day,
- Keep as mobile as you can through regular activity,
- Learn fall prevention strategies: adequate lighting and footwear, non-slip flooring, use

your walking aid and seek support from others for maintenance tasks,

- Consider a personal alarm to notify others if you fall or are concerned about your safety,
- Do the things you like to do,
- Keep alert through learning and doing new things,
- Maintain your social connections and make new ones,
- Pamper yourself,
- Get good sleep and,
- Relax.

### 5.3 CHOICE AND RISK

HMOW will support you to live the life you choose. We recognise that an important part of this is for you to 'do the things you want to do'. If you want to make choices that may involve a risk to your health and/or safety we will discuss with you, the risks and potential consequences to yourself and others, and ways in which the risks can be managed to support your choice.

If your choice presents an unacceptable risk to others, including our staff, and you do not want to modify your choice to manage the risk we may modify or decline to provide any related services until the risk is managed.

Where you choose to take the risk, we will ask you to sign a letter acknowledging that we discussed the risk and potential consequences with you, and that you choose to accept the risk and potential consequences.

### 5.4 ABUSE AND NEGLECT

You have a right to feel safe, and to live in an environment where you are protected from abuse or neglect. Abuse can be in the form of:

- Financial or material abuse,
- Neglect,
- Emotional or psychological abuse,
- Social abuse,
- Physical abuse,
- Sexual abuse.

People can be at risk of abuse from family, friends, our staff, other clients or other people. Whilst we are aware that we cannot control all risks to you we are committed to making sure you are safe in our service and with our staff. We may also be able to assist if you experience abuse or neglect outside of our service.

***If you have any concerns about your safety within our service, please talk to us as soon as possible. We guarantee your confidentiality as far as possible, and we will only provide assistance or take action that you are happy with.***

***The national 1800ELDERHelp line (1800 353 374) is available to anyone who wants to talk to someone about potential or actual elder abuse. This service provides information on how to get help, support and referrals.***

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## 5.5 ADVANCED HEALTH DIRECTIVE/PLANNING

We encourage you to speak with your medical practitioner or health professional to develop an Advance Health Directive/Plan to ensure your wishes regarding health care and treatment are followed.

## 6. SUPPORT PLAN

When you commence services with us, we develop a Support Plan with you based on the assessment and support needs identified by My Aged Care and with input from you on your needs and preferences. The Support Plan clearly shows:

- The services you will receive,
- The days and times services will be delivered,
- Your preferences for how services will be delivered,
- Your goals for each service and,
- Any special requirements.

The Support Plan is important for ensuring you know what is going on and for staff to know what support to provide to you. The support plan is updated whenever your needs or preferences change. You will always be provided with a copy/access to your up-to-date support plan.

***If you feel your needs have changed, please advise a staff member or contact the Home Support Coordinator.***

## 7. COMMONWEALTH HOME SUPPORT PROGRAM (CHSP)<sup>1</sup>

The CHSP is designed to provide small amounts of support services in a timely manner to older people who have difficulty carrying out activities of daily living due to functional limitations.

In delivering care and services to you we follow the principles identified by the Australian Government. These include:

- Making sure you consent to receive services before we provide them,
- Promoting opportunities for you to maximise your independence, autonomy and quality of life through:
  - providing opportunities for you to be actively involved in addressing your goals,
  - working with you to retain or regain your functional and psychosocial independence, and,
  - working with you to build on your strengths, capacity and goals,
- Providing services tailored to your unique circumstances and preferences,
- Making sure that you have maximum choice and flexibility through providing and explaining information to you and involving you in any decisions made about your services,
- Inviting you to identify your preferences in service delivery and where possible meeting your preferences,
- Making sure services are delivered in line with your agreed support plan and that the

<sup>1</sup> Australian Government Department of Health CHSP – Update for Service Providers 23 August 2018  
Clarification of CHSP Eligibility Criteria

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needs identified in your My Aged Care assessment are met,

- Delivering responsive services to you for an agreed time period and with agreed review points,
- Supporting you to participate in community and social opportunities that provide a sense of purpose and confidence,
- Developing and promoting strong partnerships and good working relationships between you, your carers and family, support workers and the My Aged Care assessment service,
- Working with other agencies to make sure you can access needed support services,
- Having a clear fees policy and making you aware of any contributions you have to pay before delivering services to you.



***If you feel that we are not meeting these principles, please let us know so that we can do better.***

## 8. CLIENT CONTRIBUTIONS AND CHARGES

### 8.1 COMMONWEALTH HOME SUPPORT PROGRAM (CHSP)

#### Your financial contributions

Clients are required to pay a small contribution for the support they receive from HMOW for any meals or home support services, if they can afford to. A schedule of the fees will be provided to you at your Commencement Meeting. You can at any time contact the office for an up-to-date schedule of fees.

Our fees are revised twice per year, in line with adjustments made by the Government to the Aged Care Pension in March and September, and with consideration to your ability to pay. We will advise you of any changes.

***You are most welcome to discuss your contribution level or any changes to it with us.***

#### Contribution reduction

We recognise that the circumstances of some people may make it difficult to pay the contribution for support. If you are experiencing difficulties, you can request a contribution reduction by completing a Contribution Reduction Form. In assessing your request, we consider your income, household circumstances and any other special circumstances or hardships that make it difficult for you to pay. You will be advised of the result of your request within 15 working days.

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## Appeal

If you are unhappy about the result of your contribution assessment or application for a contribution reduction you can appeal. Advise the Home Support Coordinator directly and they will provide you with information on the appeals process. The HMOW Manager will make the final decision. You will be advised in writing within 30 days of the date of appeal. If you wish to take the matter further, we can give you a list of agencies who can assist and we can also help you to contact them.

## Cancellation of Services

Clients may cancel their services at any time for any reason.

To avoid being charged for a service, Clients must provide at least 24hrs notice for the cancellation of any service bookings. Cancellation must be given during office hours, Monday – Friday 9.30am to 3.30pm. Cancellations for weekends, Public holidays and Mondays must be received by 3.30pm on the Friday before the service is scheduled. Where a client does not provide at least 24 hours' notice, Holbrook Meals on Wheels service Inc. will charge the relevant fees for the cancelled service.

## 8.2 PAYING YOUR FEES

HMOW will provide you with an invoice at the end of each month.

Flexible payment arrangements are available and client contributions can be paid via:

- Direct debit
- Centrelink – Centrepay Facility (by prior arrangement)
- Eftpos (in person or over the phone)
- Cheque
- Cash

You will be provided with a receipt upon payment.

**Our staff and volunteers are unable to collect cash from you to pay meals or support fees during service delivery.**

## 9. EQUIPMENT

All equipment purchased by us and provided to support you remains our property, unless otherwise stated in writing.

## 10. AGREEMENTS

### 10.1 COMMONWEALTH HOME SUPPORT PROGRAM (CHSP)

Where it is appropriate to service being delivered, CHSP clients are provided with a Commencement of Service Letter that specifies the services provided, the costs and some information about the Client Handbook. Detailed information on days and times of service delivery is included on a copy of your Support Plan, which is provided with the Commencement of Service letter.

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## 10.2 CANCELLING SUPPORT

Can HMOW cancel my support?

Whilst every effort is made to provide clients with their required level of support, cancellation can occur for the following reasons:

- If you move away from our service area,
- You move into residential care,
- Another agency provides you with the support (**including receiving a Home Care Package**),
- Your needs increase and we are unable to provide the necessary support,
- You no longer require support,
- Your behaviour towards staff or other clients is not appropriate,
- You are away for an extended period of time (excluding hospital stays).

If support is cancelled, the reasons for cancellation will be explained and assistance provided to access other services if appropriate.

Can I cancel my support?

Clients have the right to refuse or cancel support at any time. If you do refuse support, you can reapply for it at a later date. You will be assessed again, and support provided will be subject to availability.

Respite and Hospital stays

Please arrange for someone to advise us if you are admitted to hospital or respite. Your services can be resumed when you return home.

Holidays

You can put your support on hold for up to 6 weeks if you go on holidays. If longer than 6 weeks, we will need to re-assess you before continuing your support.

## 11. DELIVERING SUPPORT

### Meals service

Meals will be delivered by volunteers. You may choose to receive meals at your convenience daily, weekly, fortnightly or however it suits you. You may prefer to collect your meals directly from our office in Holbrook. Daily frozen not delivered outside Holbrook???

Holbrook clients may choose to receive a hot meal - please eat it immediately. If you receive frozen meals, please either heat and eat it immediately, OR put them in your freezer.

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All meals are labelled with heating directions and have “best by” labelling. Please ensure you rotate frozen meals as you receive them. Our volunteers can help you with unpacking and repacking your meals. Please feel free to ask for their assistance, they will be happy to help you.

**Please let us know if you are not going to be home.**

**This will avoid unnecessary concern for your welfare, as well as avoid charges for meals which we cannot replace into stock.**

**Our staff and volunteers are required to follow up unexplained absences.**

**If you are not answering your door, we will contact your advised emergency contact person.**



## Social Support, Food Services and Transport

### Keeping appointments

Our Support Workers work to a tight schedule which makes it difficult to accommodate short notice changes to appointments. Except in the case of emergencies, a week’s notice is requested for a change. If we are unable to schedule a new appointment you may have to wait for your next scheduled visit.

**You are required to provide 24 hours’ notice for service cancellation, otherwise the full fee will be charged.**

If you are not home when the Support Worker arrives, we still need to pay the Support Worker for the time scheduled. We will talk with you about what you want us to do if you do not respond to a scheduled visit: e.g., contact your next of kin. This will be recorded on your support plan, so staff know what action to take.

**If you are unable to keep an appointment, please ring the office. The more notice you give us, the better the chance of re-scheduling your appointment.**

### Rescheduling of support visits

On rare occasions HMOW may need to reschedule or cancel a support visit due to unforeseen staff shortages. If this happens, we will telephone you as soon as possible to let you know and will endeavour to arrange a new time for the visit.

### Smoking

All of our staff and volunteers are not permitted to smoke in people’s homes.

We also request that you do not smoke when a staff member or volunteer is in your home and that you do not smoke in staff, service and volunteer’s vehicles.

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## Pets

As the behaviour of dogs and other pets can be unpredictable, we ask you to make sure that any pet, other than an assistance dog, is restrained while the Support Worker is in your home. Our staff are instructed to leave a home if the pet is not restrained.

## Chemicals in the home

Our staff may be exposed to chemicals every day due to their work, so we stipulate that they do not work with hazardous chemicals in your home. Support Workers are not permitted to use bleach-containing products or any corrosive chemicals such as oven cleaners. Simple detergents and non-hazardous chemicals can be used by Support Workers.

All cleaning products should have instructions for use on them and advise if the product is hazardous and what protective equipment should be used.

## 12. RIGHTS AND RESPONSIBILITIES<sup>2</sup>

The Charter of Aged Care Rights sets out your rights as a client receiving Commonwealth funded aged care services.

You will receive a copy of the Charter from us on commencement of service and our staff will go through the Charter with you and answer your questions.

## 13. PRIVACY AND CONFIDENTIALITY

***HMOW is committed to protecting your privacy and confidentiality. We comply with the Privacy Act 1988, Privacy Amendment (Enhancing Privacy Protection) Act 2012 and the Australian Privacy Principles.***

To ensure your privacy:

- Your files and other information are securely stored.
- We only collect information about you that is relevant to the provision of support and we explain to you why we collect the information and what we use it for.
- We seek consent from you to, in an emergency, disclose personal information to other health service providers to provide emergency care or services.
- We seek consent from you to provide access to your records to government officials (or their delegates) for quality reviews or the investigation of complaints. We advise you that these individuals are required to keep all information accessed through this process confidential.
- Information provided to government bodies regarding service provision does not identify you. If any information is provided to outside government agencies for data purposes, we ensure that the information is de-identified and we make a note in your record of what information was shared and to whom.
- You can withdraw consent to share personal information at any time.
- You can ask to see the information that we keep about you and are supported to access this information if requested, within 30 days of the request. Information is provided in a format accessible by you. You can nominate a representative to access your records

<sup>2</sup> Australian Government Department of Health Charter of Aged Care Rights (Effective 1 July 2019)

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held by Meals on Wheels Holbrook & Greater Hume area.

- All information relating to you is confidential and is not disclosed to any other person or organisation without your permission.
- We only share information when it is necessary to ensure appropriate support is delivered and only with your permission/consent beforehand.
- The provision of information to people outside the service is authorised by the Manager.
- We do not discuss you or your support with people not directly involved in supporting you.
- We take steps to correct information where appropriate and regularly review your information to ensure it is accurate and up to date.
- Reviews are always conducted in private with you and our staff member unless you consent to your carer, advocate or other person being present.
- During your reviews our staff member asks you about any particular privacy requirements you have. These are noted on your assessment form and support plan.
- Any discussions between staff about you are held in a closed office.
- You are supported by us should you have a complaint or dispute regarding our privacy policy or the management of your personal information.
- Any references to you in meeting minutes refer to you by initials only or another unique identifier, such as your client number.
- We confidentially destroy any personal information held about you when it is no longer necessary to provide support.

## 14. RAISING YOUR CONCERNS

HMOW encourages you to provide feedback on the support we provide. This assists us to better meet your needs and to plan for the future.

Concerns about the services you are receiving.

If you are unhappy with any of the services you receive, please let us know. If you do not feel comfortable with the Support Worker who visits you, please let management know and a change of staff can be arranged if necessary. We have continuous improvement processes in place that use your feedback to improve our services.

Similarly, we enjoy hearing when we do things well; feel free to provide compliments about our service.

***All complaints and feedback are treated in confidence and will not affect the quality of support you receive or any other dealings you have with Meals on Wheels Holbrook & Greater Hume area.***

### 14.1 COMPLAINTS PROCEDURE

- You are encouraged to raise your complaint with the staff member concerned if you feel comfortable to do so.
- If you are not happy to discuss the issue with the staff member or are not satisfied with the outcome you can contact the Manager or the Home Support Coordinator. If your complaint concerns the Manager or Home Support Coordinator you can contact the President or Manager directly. Remember that you can use an advocate to assist you. We will always practice open disclosure and be open and transparent in sharing with you any elements of your complaint or care.

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- The Manager and or President will work to resolve the complaint.
- We are happy to assist you with this if you contact our office.
- If you are unhappy with the Manager's decision you may wish to contact one of the advocacy and external complaints contacts listed over the page. Again, we can help you with this.
- Once your complaint has been finalised someone from HMOW will be in touch to make sure you still feel comfortable to access support and to ask for your feedback on the complaint process.

***Remember that you can use an advocate to assist you with your complaint.***

## 14.2 OPEN DISCLOSURE

Open disclosure is a process that occurs, if when we deliver a service, harm could have or did occur.

It involves an open and honest discussion/s and sharing of information between the client and staff, including senior management.

We participate in open disclosure to ensure we improve and prevent any recurrence of future incidents.

## 15. CONTINUOUS IMPROVEMENT

We pride ourselves on working with clients to improve our services. We have a range of mechanisms to foster improvements including welcoming feedback from all stakeholders, reviewing our performance through monitoring and measuring outcomes, conducting audits and surveys, participating in external reviews of our performance against the Aged Care Quality Standards, holding focus groups and fostering input from clients and staff on our operations and strategic direction and meeting regularly with clients.

Let us know if you would like to be further involved in our continuous improvement.

## 16. GETTING HELP FROM AN ADVOCATE

(SOMEONE WHO CAN HELP YOU WITH YOUR CONCERNS)

### 16.1 YOUR RIGHT TO AN ADVOCATE

You have a right to use an advocate of your choice to negotiate on your behalf with Meals on Wheels Holbrook & Greater Hume area. This may be a family member, friend or advocacy service. A list of advocacy services is provided below. We can help you contact a service if you like.

### 16.2 WHAT IS AN ADVOCATE?

An advocate is a person who, with your authority, represents your interests. Advocates may be used during assessments, reviews, and complaints or for any other communication between you and Meals on Wheels Holbrook & Greater Hume area.

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### 16.3 APPOINTING AN ADVOCATE

If you wish to appoint an advocate let us know in writing the name of the person you wish to be your advocate. You can use the form - Authority to Act as an Advocate. You can change your advocate at any time using the Authority to Act as an Advocate form.

### 16.4 GUIDELINES FOR ADVOCATES

Guidelines for advocates are included with the Authority to Act as an Advocate form for you to pass on to your advocate.

### 16.5 ADVOCACY AND EXTERNAL COMPLAINTS CONTACTS

Advocacy and external complaints contacts available to Clients include:

Agency	Contact details
<b>Aged Care Quality and Safety Commission</b> GPO Box 9819 In your Capital City 9.00 am-5.00 pm weekdays.	Ph: 1800 951 822 Email: <a href="mailto:info@agedcarequality.gov.au">info@agedcarequality.gov.au</a> Online complaint form: <a href="http://www.agedcarequality.gov.au">www.agedcarequality.gov.au</a>
<b>National Aged Care Advocacy Line</b> <b>Older Persons Advocacy Network (OPAN)</b>	Ph: 1800 700 600 Website: <a href="https://opan.com.au/about/">https://opan.com.au/about/</a>
<b>The Aged-care Rights Service Inc.</b>	Phone: (02) 9281 3600 or 1800 424 079 (free call) email: <a href="mailto:info@SeniorsRightsService.org.au">info@SeniorsRightsService.org.au</a> Mail: Level 4 418a Elizabeth Street SURRY HILLS NSW 2010 Website: <a href="http://www.seniorsrightsservice.org.au">www.seniorsrightsservice.org.au</a>



# Meals on Wheels

## Greater Hume Area

If you are unsure about anything in the handbook or need further help

**PLEASE RING OUR OFFICE**

**THIS HANDBOOK IS AVAILABLE IN  
LARGE PRINT**

114 Albury Street, Holbrook

02 60363677

0428 466455



Email: [office@holbrookmealsonwheels.com.au](mailto:office@holbrookmealsonwheels.com.au)

Website: <https://holbrookmealsonwheels.com.au>