



**Meals on Wheels**  
Bega Valley

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# **Client Handbook 2022**

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## Bega Valley Meals on Wheels

Welcome to Bega Valley Meals on Wheels (BVMOW).

BVMOW is funded by the Federal Government to provide services in the Bega Valley Shire which include Meals on Wheels, Social Support, Centre Based Day Care, Respite Care and Veteran's Support Service.

Our team of staff and volunteers will listen to you and assist you to develop a care plan which focuses on your personal wellness and reablement goals. Our aim is to ensure that each person is able to achieve optimum health and see improvement in quality of life.

This handbook will provide an outline of our services. We also have a Policy and Procedure Manual which is available at the office. Please speak with staff if you have any questions or concerns.

The mission of the Bega Valley Meals on Wheels Co-operative Ltd is:

**Mission:** To provide client centered services that make a difference to the health, social well-being and quality of life of our diverse community.

**Identity:** A trusted community organisation, working innovatively and collaboratively with other others in the interests of our clients.

## Philosophy

Bega Valley Meals on Wheels believes in:

- The right of people to make choices 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 people of the community to accountable and responsive services.

## Acknowledgement of Country

Bega Valley Meals on Wheels acknowledges the Traditional Owners of the lands and waters of the Shire – the people of the Yuin and Monaro nations and offers our respect to Elders past and present.

## **BVMOW Services**

### **Bega Social Group**

Get together in Bega for a meal, guest speakers, entertainment, games and activities, art and crafts, music, exercise and a monthly outing.

### **Flexible Respite**

A volunteer can give carers of someone with low to medium needs a break from their normal caring role.

### **Meals on Wheels**

We offer a large choice of meals and you may choose from a variety of nutritional meals which will be delivered to you by a volunteer.

### **Social Support**

Volunteers will help you with social and recreational activities at home or in the community such as shopping, banking, bill paying, socialising and other activities.

### **Toussaints Café**

Friday café in Bega provides a friendly place for good food and great people.

### **Veteran's Support Service**

Helps veterans by providing information, advice, referrals in relation to local health and community services.

## **What To Do If?**

If your volunteer doesn't turn up, if your meal doesn't turn up, if your transport doesn't turn up, if you are going away for few days, if you don't feel comfortable with a volunteer, if you have a query about your account, if you do not need the service anymore, if you want to change your services, if you need more services. If you have any questions at all. Call us on 6492 4146.

## **Eligibility and Assessments**

Bega Valley Meals on Wheels is funded by the Australian Government under the Commonwealth Home Support Program (CHSP) and eligibility is determined by My Aged Care and the National Disability Insurance Scheme.

If you are 65 years or over, you can contact My Aged Care on 1800 200 422 and ask for a referral to our service. My Aged Care is a free one-stop-shop established by the Australian Government to help the community navigate the aged care system and provide reliable information and access to services for the aged. You can find out more by visiting [My Aged Care](#).

If you are a person with a disability under the age of 65 years or over, you can contact National Disability Insurance Scheme (NDIS) on 1800 800 110 and ask for a referral to our service. The NDIS is a free one-stop-shop established by the Australian Government to help the community navigate the disability care system and provide reliable information and access to services for people with a disability. You can find out more by visiting [National Disability Insurance Scheme](#).

If you need to talk to us please call our office on 02 6492 4146 to discuss your needs and how we might be able to help you.

## **Fees**

Fees to clients are generally kept to a minimum. Prices vary between services, due to the model of service delivery and the individual circumstances of services in each area. Fees assist the organisation to expand service to others in need and improve service delivery

If clients are experiencing financial difficulty and are unable to pay for the cost of their service they should speak with the Service Coordinator. BVMOW can assist clients by making referrals for financial assistance and or case management and may negotiate or waive the fee if necessary. NSW Meals on Wheels Association have a short term, temporary subsidy available for clients who are financially disadvantaged.

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

- Centre pay deductions.
- Cash at the office.
- Cheque.
- EFTPOS at the office or over the telephone.

Services will be charged to your account and a statement will be sent out at the end of each month. Accounts can be paid by cheque, or telephone and paid by credit card or debit card or in person at our Bega office. You will be provided with a receipt upon payment.

## **Cancellations**

We understand that your circumstances may change, therefore please let us know straight away if you no longer need your service by calling the office on 6492 4146 . You may be required to pay for your service if sufficient notice is not provided.

## Governance and Staff

The role of the Board of Directors and staff is outlined in the Constitution and in the organisation's Policy and Procedures Manual. The structure of the organisation is also outlined in the policy and procedures manual, along with delegated lines of authority.

All staff and volunteers undergo National Police Check screening process and have a current police check.

## Professional Code of Ethics

BVMOW is committed to a Professional Code of Ethics. A professional code of ethics provides a framework of professional behavior, values and principles for all team members. The following values are central to a professional code of ethics:

- Integrity.
- Honesty.
- Respect.
- Justice.
- Courage.
- Community and social responsibility.
- Cultural awareness.
- Inclusiveness.

## Client Rights and Responsibilities

BVMOW understands that each client has rights which must be upheld by the organisation. They also have responsibilities which they should be aware of. The organisation will ensure that the Charter of Rights and Responsibilities for Community Care is displayed in the facility and is furthermore provided to all clients upon initial intake to the service.

[https://www.dss.gov.au/sites/default/files/documents/03\\_2015/charter\\_of\\_care\\_recipients\\_rights\\_responsibilities\\_home\\_care\\_aug\\_20\\_2.pdf](https://www.dss.gov.au/sites/default/files/documents/03_2015/charter_of_care_recipients_rights_responsibilities_home_care_aug_20_2.pdf)

Clients of the organisation are required to provide sufficient notice to staff if they don't require a service.

They are also required to:

- Treat volunteers and staff with respect.
- Provide accurate information during assessment and reassessment.
- Notify staff and volunteers when possible when any major changes occur which may affect service delivery.

- Ensure where possible that the house is safe for volunteers and staff delivering services.

## **Advocacy**

An advocate is a person who, with consent of the client, promotes and represents the rights and interests of the client. Clients may use an advocate of their choice to negotiate on their behalf. This may be a family member, friend or advocacy service. Advocates will be accepted by BVMOW as representing the interests of the client.

Advocates may be used during assessments, reviews, and complaints or for any other communication between the client and BVMOW. Advocacy and information services perform a crucial role by helping people to make informed decisions about their lives.

## **Work Health and Safety**

BVMOW operates in accordance with the Work Health and Safety (WHS) Act 2011. Under the WHS Act 2011, every person conducting a business or undertaking (PCBU) must ensure the adequate management of work health and safety. To this end BVMOW commits to:

- Ongoing management of WHS.
- Consultation with contractors, staff and other stakeholders.
- Continuous assessment and management of risk.
- Training for staff regarding risks and WHS matters.
- Accurate reporting and responses to WHS risks.
- Development and review of safe procedures for service delivery.
- Maintaining Workers Compensation.
- Maintaining volunteer insurances.

## **Privacy and Records Control**

BVMOW is committed to securely storing records and documents appropriate to the business while ensuring confidentiality is maintained.

BVMOW documents and forms are stored in a secure area according to a file hierarchy and storage protocols, with password protected access.

BVMOW is committed to the Privacy Act 1988 and Australian Privacy Principles 2014. Information collected is used only for the completion of specific programs and not for any other purpose.

## Feedback and Complaints

BVMOW encourages feedback from clients as a way of continuously improving the operations and the service it provides.

Complaints are seen as a further opportunity to identify unmet client needs, and ways to improve service delivery. Continuous improvement is a focus of the organisation and the following procedures ensure feedback and complaints are listened to and managed appropriately:

- Feedback forms.
- Survey's and questionnaires.
- Reassessment and review of client needs.
- Complaints procedure.
- Continuous improvement register.
- Complaints register.

If you have a complaint you are encouraged to speak with the Coordinator of your service in the first instance. If you feel that the complaint is not resolved you should write to the Chairperson of the Board of Directors. If you feel that you are unable to discuss your complaint with the Coordinator or Chairperson, or you are unsatisfied with the resolution you may contact the Aged Care Commissioner on 1800 550 552 or for more information visit the Aged Care Commissioner website <https://www.agedcarecomplaints.gov.au>

## Training Requirements

Staff and volunteers are required to undergo training to ensure that they are aware of changes in legislation and other requirements and that they are able to carry out their duties safely and in accordance with the organisation's policies and procedures.

## Standards, Guidelines and Relevant Acts.

BVMOW is required to adhere to funding body contract agreement as well as the following standards, guidelines and Acts:

- The Home Care Standards [https://www.dss.gov.au/sites/default/files/documents/10\\_2014/gap-009-home-care-standards-guide.pdf](https://www.dss.gov.au/sites/default/files/documents/10_2014/gap-009-home-care-standards-guide.pdf)
- The Commonwealth Home Support Program Manual <https://www.dss.gov.au/our-responsibilities/ageing-and-aged-care/aged-care-reform/commonwealth-home-support-programme/commonwealth-home-support-programme-programme-manual-2015>
- The Commonwealth Home Support Program Guidelines <https://www.dss.gov.au/our-responsibilities/ageing-and-aged-care/aged-care-reform/commonwealth-home-support-programme/the-commonwealth-home-support-programme-guidelines>

- The Commonwealth Home Support Program Best Practice Guide <https://www.dss.gov.au/our-responsibilities/ageing-and-aged-care/aged-care-reform/commonwealth-home-support-programme/living-well-at-home-chsp-good-practice-guide>
- The Aged Care Act 1997 <https://www.comlaw.gov.au/Series/C2004A05206>
- Work Health and Safety Act 2011 <https://www.comlaw.gov.au/Details/C2011A00137>
- The Australian Privacy Principles <http://www.oaic.gov.au/privacy/privacy-resources/privacy-fact-sheets/other/privacy-fact-sheet-17-australian-privacy-principles>
- State Records Act 1988 <http://www.records.nsw.gov.au/about-us/state-records-act-1998>



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[www.begavalleymealsonwheels.org.au](http://www.begavalleymealsonwheels.org.au)