

## Reheating - Microwave

Loosen the lid and place into the microwave and reheat for 4 - 5 minutes. (These times are a guide only—please discuss with Client Support. Take care when removing the container from the microwave as it will be **HOT!**)

You may wish to transfer your meal to a plate to reheat after it has been defrosted, cover the plate with gladwrap and place in the microwave and heat for 4 - 5 minutes.

When reheating soup use the same method as above. Loosen the lid and place in the microwave for 1-2 mins on MEDIUM

### **NEVER RE-FREEZE ANY OF YOUR MEALS.**

**Tip:** For safe handling place soup container inside a larger microwave proof dish as the plastic container may be softened by heating.

## Conventional Oven

Follow the instructions on the lid. Pre-heat oven to 150° Celsius. Place meal in oven to reheat for 15-20 minutes. Be careful when removing from the oven as your meal will be **HOT**.

**Do not put plastic soup and dessert containers in a conventional oven.**

If you have any difficulty with understanding these instructions, please phone us at Meals on Wheels on 5485 1777

## Dates used on packaging

Fresh meals are labelled with the date they are PACKED. If not eaten Immediately, refrigerate and use within 2 days of date.

Frozen meals are labelled with the date they are packed. Keep in freezer and use within three months. If adding to freezer, make sure you bring the older ones to the front.

For more information please ring us on 5485 1777



Pomona & Districts  
Meals on Wheels

## Client Handbook



We are open Mon : Wed : Fri : 8 am—12 pm

Please contact:

**(07) 5485 1777**

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**Keep hot food hot and cold food cold!**

## Service Evaluation

To provide good quality meals and service to clients through gaining information, informing clients and implementing change in a structured manner.

Volunteers, clients and staff are encouraged to make suggestions openly and freely.

Regular client surveys both casual and formal are conducted. The survey results are analysed, discussed at the staff meetings and actioned where appropriate.

Clients are informed of any proposed changes to the menu and service.

Clients will be given the opportunity to respond prior to major changes being implemented.

Advocates/Carers are encouraged to respond to meal service at any time.

**All policies and procedures are available on request**

## Receiving your meal

Meals are delivered between 11 am & 1 pm, hot and ready to eat.

Special meals are available for those with dietary requirements.

Special meals will have a label with your name on it, if the meal of the day is unsuitable.

The normal meal includes: Soup, Main Course, Dessert and a Juice- this constitutes one third of the recommended daily calorie intake.

## Storage of a Frozen Meal

When your meal arrives, it will be frozen. Please place it immediately into your freezer.

**More than just a meal!**

## Complaints and Feedback

Pomona & Districts Meals on Wheels encourages all clients, staff and volunteers to provide both positive and negative feedback on the service provided to ensure we give the best possible service. Any complaints will be dealt with fairly and promptly and will not affect access to services, employment or volunteer status. The complainant has the right to an advocate of their choice.

## Privacy and Confidentiality

All clients, staff and volunteers of Meals on Wheels Pomona are assured that all records containing personal information regarding their own situation are kept strictly confidential and private. No information about them will be provided to anyone outside the service without their written permission.

## Client Personal Information

In order to receive a subsidy from HACC for our meals, they require us to provide some information about our clients in order to verify our claim.

We need your written permission for this information to be passed on, it does not include your name. The details required are your age and number of meals supplied.

## Access to Personal Information

Pomona & Districts Meals on Wheels will ensure that all records regarding clients, staff, volunteers and service management are kept private and confidential.

All clients, staff and volunteers have the right:

To privacy and confidentiality  
To be aware that the Meals on Wheels service will keep individual personal files as part of service delivery.

## Advocacy

Meals on Wheels Pomona will encourage clients to utilise an advocate of their choice to ensure that they receive the best possible service. All clients, and potential clients, may choose to involve an advocate to represent their interests at any time as accepted practice by this service

## Introduction

Welcome to Pomona & Districts Meals on Wheels.

We operate with a small number of paid staff. Volunteers are the backbone of our service.

Our volunteers deliver meals three days a week and provide contact for clients to assist them to continue living independently in their own homes.

## Our aims are:

To provide one of the basic necessities of life—a home delivered nutritious meal—to those who need our service.

To provide a link with a community concerned for the well-being of its citizens.

To enable the client to remain living at home for as long as possible.

To maintain and enhance their independence and quality of life.

To prevent early or inappropriate admission to a hospital, hostel or nursing home.

## An overview

Pomona Meals on Wheels is an incorporated society. It operates with financial assistance from the Home and Community Care Programme (HACC) which is a joint State and Commonwealth Government initiative.

Resources to enable us to operate are:

VOLUNTEERS	The largest contributors
CLIENTS	Pay a fee towards the cost of meals
GOVERNMENTS	Contribute a subsidy towards each meal and also provide capital funding for facilities and equipment.
COMMUNITY	Provides volunteers, donations and other assistance.

## Who Receives Meals on Wheels?

Clients access our Meals on Wheels service by way of referral from family, friends, self, general practitioners, Community Health Centres, Aged Care Assessment Teams, Hospitals on discharge or other appropriate assessments.

Eligible clients receive Meals on Wheels regardless of cultural or financial circumstances. There is no means testing, and the service may be short term or long term.

Generally, clients are people in the community who, without basic maintenance and support services, would be at risk of premature or inappropriate long term residential care.

This includes:

- Older and frail people with moderate, severe or profound disabilities.
- Younger people with moderate, severe or profound disabilities.
- Short term service is also available for those clients who are recovering from illness or recuperating from an operation.

Clients also include the unpaid carers of people assessed as being with the primary groups listed above.

## Duty of Care in Meal Deliveries

Pomona Meals on Wheels has a Duty of Care in relation to delivery of meals in order to satisfy legislative Health, Hygiene and Food Safety Standards. Deliveries may be made daily or in bulk (for more than two days).

To meet this duty of care, Meals on Wheels Pomona has adopted the following practices in relation to meal deliveries.

Meals that are delivered must be:

- Handed to the client, carer or other nominated person, or placed into refrigeration.

**NO MEALS ARE TO BE LEFT AT THE DOOR WHETHER IN AN ESKY OR NOT**

In some circumstances meals can be collected from the depot by Arrangement.

## Meal Presentation

Meals on Wheels Pomona will ensure quality and nutritious food is arranged in appropriate meal containers and served correctly to clients.

Meals on Wheels Pomona endeavours at all times to present to clients an appealing and appetizing meal. This presentation is essential for those clients with little appetite, to encourage them to eat the meal.

## Understanding Client Rights and Responsibilities

At assessment stage clients are informed about their rights through receipt of this Pomona and Districts Meals on Wheels Handbook.

All Meals on Wheels clients have the right to:

- Express your concern about the service without fear of losing the service.
- Have any complaints dealt with fairly and promptly.
- Be represented by an advocate of your choice.
- Be assessed to receive meals without discrimination.
- Have their dietary requirements met. (Unfortunately, nut allergies cannot be accommodated)
- Privacy and confidentiality.
- Expect that no information about them will be provided to anyone outside the service without written permission.
- Have access to their records upon written request to the service.
- Refuse service or assessment.
- Refuse to be involved in research.

## Client Responsibilities

- To comply with Meals on Wheels delivery policy. Refer to Duty of Care in Meal delivery - page 4.
- To advise Meals on Wheels Pomona of any dietary requirements.
- To pay for their meals.
- To advise if they are not going to be home when the meal is delivered.
- To advise if they are going away for any short or extended time.

## Fee for Service

A fee is charged for the meal and a subsidy is received by the service. Please call us for the current fee.