

AS A MEALS ON WHEELS CLIENT YOUR RESPONSIBILITIES ARE AS FOLLOWS:

- To comply with Meals on Wheels duty of care in Meals Delivery Policy
- To advise the Meals on Wheels Service of your dietary requirements
- To pay for your meals
- To advise if you are not going to be home when the meal is delivered
- To advise if you are going to be absent for any short or extended time

YOUR RIGHTS ARE:

- You have a right to express your concerns about the service without fear of losing the service
- You have a right to have your complaints dealt with fairly and promptly
- You have a right to be represented by an advocate of your choice
- You have a right to be assessed to receive meals without discrimination
- You have a right to have your dietary requirements met
- You have a right to privacy and confidentiality. You can expect that no information about you will be provided to anyone else outside the Service without your permission

HOW TO ARRANGE MEAL DELIVERY

Medical Practitioners, District Nursing Services, Community Health Workers or other appropriate assessors will provide referrals

Meals on Wheels has its own Referral form which is now widely used by the Medical Profession in Queensland

Hospital discharges may be referred prior to release to ensure planning for early inclusion in delivery



Contact the local meals on wheels service, between monday and friday to arrange an immediate start
phone 5443 3246



MEALS ON WHEELS

THE VOLUNTARY CARING SERVICE
97 MEMORIAL AVE
MAROOCHYDORÉ, QLD 4558

WHAT WE PROVIDE

A nutritious, balanced meal prepared and delivered personally to eligible clients.

The meal consists of:

Soup

Main course of meat, poultry or fish and vegetables

Dessert

Fruit juice

Special diets such as Diabetes, Soft Service Food intolerances and Ethnic sensitivities are cared for.

Other requirements by arrangement.

All meals are contained in hygienic disposable containers.



WHO CAN RECEIVE MEALS ON WHEELS

Clients may be frail, aged, younger, disabled and their carers who find it difficult due to age, infirmity or a medical condition to prepare their own meals.

The service may be provided on a short, medium or long term basis, subject to assessed need.

Clients may be referred to the Service by General Practitioner, Community Health Workers, Hospitals, District Nursing Services, Families and Neighbours to their local Meals on Wheels Service.



WHO PAYS?

All clients pay a fee for the meal.

The Commonwealth and State Governments subsidise part of the cost via the Home and Community Care (HACC) program.

Contribution of Volunteer time and Community donations means that the fees remain at a very reasonable level.

No meals are delivered on weekends or public holidays.

Donations & Bequests support this service.

