Meals on Wheels™
Camden

Client Handbook

Camden Meals on Wheels

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Australian Government
Department of Health and Aged Care

Camden Meals on Wheels receives funding from the Australian Government Department of Health and Aged Care

Disclaimer

Although funding for Camden Meals on Wheels (we, our, us, our service) has been provided by the Australian Government, the material contained in this handbook does not necessarily represent the views or policies of the Australian Government.

This handbook is provided for general information to support our volunteers in understanding their roles, responsibilities, and the organisation's policies and procedures.

Information was correct at the time of publication; however, we reserve the right to update or amend content as required to reflect changes in legislation, standards, or organisational policy.

Nothing in this handbook overrides our official policies, our Constitution, or relevant legislation, including the Aged Care Act 2024 and the Aged Care Rules 2025.

This handbook was developed in collaboration with Meals on Wheels NSW Ltd. in accordance with the Aged Care Act 2024, the Aged Care Rules 2025 and the Commonwealth Home Support Program (CHSP) Manual Version 4 (November 2025).

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Welcome

Camden Meals on Wheels provides a variety of services intended to enhance the quality of life of seniors in our community. We do this through the following services:

- Delivery of hot and frozen meals. Meals are developed around the nutritional needs of older people
- Social Support including shopping assistance
- Transport Service within the local area
- Meal Mates

At Camden Meals on Wheels, we say we are 'more than just a meal'! We take the time to get to know you and your preferences. And whilst delivering your meal we get to say hello and see how you are going.

Our professional team of staff and volunteers will listen to you and assist you in working with your My Aged Care support plan, focusing on your personal wellness and re ablement goals. Our aim is to ensure that each person is able to achieve optimum health and a high quality of life.



This handbook provides an outline of Camden Meals on Wheels. We also have a Policy and Procedure Manual which is available from the office upon request.

Please speak with staff if you have any questions or concerns.

More than just a meal™

History of Meals on Wheels

Meals on Wheels originated in Britain during the Second World War providing meals for people whose homes were bombed in the Blitz.

In Australia, Meals on Wheels commenced in 1952 in South Melbourne with a lady delivering meals on a tricycle. Following this, the Red Cross commenced delivering meals to those in need.

In March 1957, Sydney City Council started Meals on Wheels in NSW. In the first week 150 meals were cooked in the Town Hall for inner city dwellers. The cost of the meal then was two shillings.

From its inception over 60 years ago, Meals on Wheels has grown to become a driving force of care in the community. In the course of a year, more than 78,700 volunteers deliver over 14.8 million meals to about 53,000 recipients Australia wide in cities, regional and rural areas. Of these, 35,000 volunteers in NSW deliver about 4.5 million meals each year.

In Camden, Meals on Wheels commenced in 1970, operating from Camden Hospital. The organisation is currently managed by a Board of Directors who are members of the community with expertise and skills in business management and community service delivery. The Manager runs the day-to-day operations with the support of a small team of staff.

A generous group of volunteers provide our services.



20 years for Meals on Wheels

As the Camden Meals on Wheels Committee approaches its 22nd anniversary, members can reflect with pride on the service and achievements of the Committee since its rather humble start in July 1970, when a small committee was formed at the instigation of then Mayor, Bruce Ferguson, to undertake the provision of adequate daily meals to 12 necessitous residents of the region, who were unable to achieve this end by alternative means.

From this commencement, which then included sections of the City of Campbelltown and Wollondilly Shire within its service area, the local Committee has expanded to provide a daily (weekday) service of meals to more than 60 residents of the Municipality of Camden, with Campbelltown and Wollondilly area having, in the meantime, established localised meals on Wheels organisations to service their respective areas.

An appropriate Medical Certificate is part of the eligibility criteria for persons desiring to be included in the Meals delivery system, which is provided at minimum cost to the recipient.

Daily hot meals are provided by arrangement with the Catering section of Camden District Hospital, to Meals on Wheels roster groups, who make daily deliveries to areas of the Municipality extending to Cobbitty, Catherine Field and Narellan and all sections of the inner residential sections of Camden.

Bruce Ferguson who served as Mayor of Camden for 15 terms, recalls the inaugural meeting of the Camden group which was

• Continued on page 58

• Members of Camden Meals on Wheels organisation pictured last week, with members of The Oaks Committee, prior to departure from Camden District Hospital on their daily delivery of meals to local citizens.

Our Mission

To assist older people living in the community to maximise their independence and to remain living safely at home for as long as they are able and wish to do so.

Our Values

- Compassion
- Respect
- Care
- Integrity
- Teamwork

Diversity and Inclusion

We welcome and support people from all backgrounds and walks of life. We are committed to providing services that are fair, culturally safe, accessible, and responsive to each person's needs and preferences. Everyone has the right to feel safe, respected, and included.

We particularly support individuals and communities who may have diverse needs, including but not limited to:

- Aboriginal and Torres Strait Islander peoples
- People from culturally and linguistically diverse (CALD) backgrounds
- People with disability (including physical, sensory, intellectual, or psychosocial disabilities)
- People living with mental health conditions
- People with cognitive impairment or dementia
- Neurodivergent people
- People who are Deaf, deafblind, or hard of hearing, or who have vision impairment
- People in rural or remote areas
- People experiencing or at risk of homelessness
- People who are financially or socially disadvantaged
- Veterans and war widows/widowers
- Care leavers (those who grew up in out-of-home or institutional care)
- Parents separated from children by forced adoption or removal
- Lesbian, gay, bisexual, trans, intersex, queer or questioning, and asexual people, as well as those of other diverse sexual orientations and gender identities (LGBTQIA+)
- Older adults who have experienced abuse or trauma

By embracing diversity and practicing inclusion, we ensure our service is welcoming and respectful for everyone in our community.

What We Do and What We Don't Do

What we provide

- delivery of hot and frozen meals
- payments over the phone and/or invoicing for meals and transport services *(note we prefer not to take cash)*
- welfare checks during meal delivery (visual and verbal only)
- friendly social contact at the door
- goal-focused support through wellness and reablement
- connection to other services if needed

- safe food-handling and correct storage information
- coordination with My Aged Care, Support at Home providers, and health professionals (with your consent).
- Transport for medical appointments, shopping and other social services
- Transport as part of CAMDEN MEALS ON WHEELS Social Club outings

What we do not provide

- Personal care such as showering, dressing, toileting, mobility assistance
- Medical care, medication handling, or monitoring of health conditions
- Clinical advice or diagnosis
- Housework, laundry, or home maintenance
- Gardening or yard work
- Lifting, moving or transferring you or your belongings
- Pet handling
- Emergency response or crisis intervention

Refusal or withdrawal of service

For safety reasons, we may temporarily refuse or suspend services if:

- Your home is unsafe for staff or volunteers to visit (aggressive pets, blocked access, hazards)
- You, or anyone else in your home is abusive or threatening towards our staff and volunteers
- You repeatedly fail to be available to receive your meals *without any notice to us*
- We cannot safely deliver during emergencies (we will contact you when possible).

We will always discuss concerns with you first and look for solutions before withdrawing service.

Camden Meals on Wheels Services

Camden Meals on Wheels Hours of Operations

Camden Meals on Wheels operates from 8.30am to 3pm Monday to Friday (excluding Public Holidays).

Our meal delivery takes place between 11am and 1pm, Monday to Friday (excluding Public Holidays).

Meal Ordering and Delivery

Camden Meals on Wheels delivers hot and frozen meals, soups, and desserts. *Note: soups cannot be delivered hot.*

Meals can be ordered online at www.camdenmealsonwheels.com.au, or by phone on **4655 6822**. Meals can also be picked up from our premises at Unit 1, 18c Little Street, Camden, 2570.

We encourage orders to be placed as a recurring meal plan, to ensure our clients have regular meals. However, we also accept daily and weekly orders where this is your preference. Meal orders need to be received by 9.30am on the day to ensure delivery.

All our meals are developed around the nutritional needs of older people with a focus on protein and balanced nutrition. Our meals meet Australian Food Safety Standards and are of the highest quality.

Our menu includes over 100 items purchased from a range of specialist food providers. We do this to provide our clients with as much meal variety as possible.

Our meals are delivered by our team of generous, caring volunteers. By checking in with our clients we can provide a higher level of welfare support. If a volunteer notices that the health or wellbeing of a Client is suffering, it is reported back to Camden Meals on Wheels for immediate follow up with the person concerned, and a referral to the appropriate service where agreed.



Individual Social Support and Shopping Service

NOTE: A small fee is charged for social support and transport services as required by the Commonwealth Home Support Program (CHSP) Client Contribution Framework.

Our social support and shopping service is delivered by trained volunteers during weekdays within the Camden Local Government area.

Examples of services includes the volunteer…

- Driving the client to their preferred retail stores and supporting them to complete their shopping. This is particularly useful where the client's mobility is limited, but they still wish to shop. Our shopping services can be completed as a one-off service or provided regularly to support the person to remain living independently in their own home.
- Support the client to attend functions and outings which encourages community connectivity.
- Walking with or driving the client to a local café and enjoying a coffee with them.

Transport Service

We know that sometimes it can be difficult to get around town on your own and that public transport is not suitable for everybody. Camden Meals on Wheels provides a local transport service for eligible Clients within the local government area of Camden. This service supports people to be able to travel to:

- Medical appointments

- Hair-dressing appointments
- Library other services
- Social appointments



Social Club

Camden Meals on Wheels provides regular social outings, workshops and activities, each Wednesday, Thursdays and some Fridays. We mix it up between lunches at various local pubs, clubs and café's, Chair Yoga at the Senior's Centre in John Street Camden, visits to various local gardens and activities such as Card making and wool works. We also now have a library of reading books available and magazines.

Contact Camden Meals on Wheels on 4655 6822 to find out more details about our social club activities.

Meal Mates

Meal Mates has been operating since 2013. The program is designed to connect volunteers with clients of Camden Meals on Wheels, in a way that fosters friendship and care. *Note: The client's meal is paid for by the client.*

Meal Mates helps people who are socially isolated or would just love some company. We have found that both the volunteer and Client benefit by participating in the Meal Mates program.

Service Reviews

We conduct service reviews to make sure we continue to meet your needs. At a minimum, we will formally review your services once every 12 months. This review is usually done via a short chat in person or over the phone, where we discuss how things are going, including:

- Are you enjoying the meals? Do the meals meet your dietary needs and taste preferences?
- Is the delivery schedule working for you? Would you prefer any changes (more or fewer deliveries, different delivery days, etc.)?
- Have there been any changes in your health or circumstances that we should know about (for example, new dietary requirements, returning from a hospital stay, etc.)?
- What are your current goals (if any have changed) and how can we support them?
- Are there any additional support or referrals you might need?

These annual reviews are a chance for you (and your family or carer, if you wish) to give feedback and make sure the service is still the best fit for you. We want to ensure you're completely satisfied and benefiting from the service.

If we have identified you as being at risk of malnutrition or having any other special need, we won't wait a full year to review; we will do a check-in or review within 3 months (or sooner if necessary). This is just to be proactive in supporting your well-being.

Additionally, you don't have to wait for a scheduled review to talk to us. You can request a review or change at any time. For example, if you feel you're getting too many meals and can't finish them, or not enough meals, or if your health has changed and you need different kinds of meals – just let us know. We can adjust your service plan anytime.

Service Continuity and Emergencies

We have plans in place to manage emergencies such as severe weather, heatwaves, road closures, bushfires, floods, major power outages or unexpected events that affect our ability to deliver meals.

Although we will always do our best to deliver your meals, there may be times when normal delivery is not possible or must be changed for safety reasons.

How we manage emergencies

If an emergency affects deliveries, we may:

- deliver earlier or later than usual
- deliver extra frozen meals in advance (if safe to do so)
- temporarily change delivery routes
- delay delivery until conditions improve
- contact your emergency contact if needed
- suspend deliveries for the day if it is unsafe for volunteers

We will make decisions based on the safety of clients, volunteers, staff and the wider community.

How we will contact you

If deliveries are disrupted, we will notify you through one or more of the following:

- phone call
- SMS
- message left with your emergency contact
- announcements on our website or social media (if appropriate)

If we cannot safely reach you, we may leave a message explaining the situation.

Your responsibilities in an emergency

To help us support you, we ask that you:

- keep a small supply of non-perishable food at home
- tell us if your contact details or emergency contact changes
- let us know if you have specific needs during emergencies

- follow any instructions or alternative arrangements we provide

If deliveries are suspended

If we cannot deliver due to an emergency, we will resume service as soon as it is safe. You will not be charged for meals that are not delivered.

Financial Hardship

We understand that financial circumstances can change, and sometimes it can be difficult to keep up with meal payments. If this happens, please contact us, we are here to help.

We can discuss flexible payment options or short-term support to make sure you continue receiving your meals.

Some clients may also be eligible for additional assistance:

Financially Disadvantaged Fund (FDF)

If you are experiencing genuine financial hardship, you may be able to receive temporary help (up to 12 weeks) through the FDF. The Fund is intended to help cover part of the meal cost during a short-term period of difficulty (conditions apply). Please contact us if you are experiencing financial difficulties.

Services Australia – Financial Hardship Assistance

If you are struggling with aged care costs, you may be eligible for help through Services Australia. This government assistance may support you if you are unable to pay certain aged care fees due to circumstances outside your control.

All conversations are confidential. If you are having trouble paying or would like information about available support, please contact us, we are here to support you.

Next of Kin Program

If you live alone, you might worry about who would be contacted if something happened to you. Our service partners with the local NSW Police to offer a Next of Kin Program for your peace of mind.

- The Next of Kin program is a voluntary program where you can register the contact details of your next of kin or emergency contact (such as a family member or trusted friend) with the local police.
- To register, fill out a Next of Kin form, available from our office. We will forward this form to the local police station, where your nominated contact's details will be kept securely on file.
- The police will only access this information in an emergency, for example, if you are found needing assistance or if we request a welfare check and they need to notify someone on your behalf.
- Your next of kin details are kept confidential and used only for your safety. The program does not involve any regular sharing of your information; it is just a precaution.
- There is no cost to participate. This is a community service provided for free.
- Joining the Next of Kin Program is completely optional. If you're interested, let us know and we'll help you get set up. If you choose not to participate, that's absolutely fine as well.

Many clients find comfort in knowing that, should something happen, their loved ones' contact details are readily available to first responders. If you have any questions about the Next of Kin Program, please ask our staff. We're happy to explain further or help you enroll if you decide to take part.

Commonwealth Home Support Program (CHSP)

Camden Meals on Wheels operates services under the Commonwealth Home Support Program (CHSP).

The CHSP represents the entry-level tier of the Commonwealth aged care system. It provides entry level support for frail older people who are able to continue living independently in their own homes with some small amounts of assistance.

In conjunction with the Support at Home Package (SAH) program, residential aged care and other specialised aged care programs, it forms part of an end-to-end aged care system offering frail older people a continuum of care options as their care needs change over time.

As people age, they can develop conditions or experience increased frailties which impede their ability to continue living in their own home. The CHSP plays an important role in supporting frail older people and helping them maintain their independence at own home.

A person is eligible for services under the **Commonwealth Home Support Programme** if they are:

- 65 years or older, or 50 years or older if they identify as Aboriginal or Torres Strait Islander
- Still living in their home
- In need of support to continue to live independently.
- Have had an assessment with *My Aged Care*
- Do not have a Support at Home Package (SAH)

Eligibility for subsidised meals

Camden Meals on Wheels is funded by the Australian Government under **the Commonwealth Home Support Program** (CHSP) to provide subsidised meals to eligible clients. Eligibility is determined by *My Aged Care.*

Camden Meals on Wheels is also available to people with a **Support at Home (SAH) Package.** Meals are generally cheaper under a SAH. If you have a SAH ask your provider to give us a call on 4655 6822.



My Aged Care Assessment and Individual Support Plans

My Aged Care is the entry point for those over the age of 65 years, and 50 years for Indigenous Australians, who require aged care services. Contact My Aged Care on www.myagedcare.gov.au or 1800 200 422. Camden Meals on Wheels can assist you to access My Aged Care.

Once eligibility is determined by My Aged Care, you will be assessed by the Australian Government's Regional Assessment Services (RAS). During an RAS assessment you will be asked if you would like to nominate a specific organisation to meet your needs. You are welcome to list Camden Meals on Wheels as a 'preferred service' if that is your choice.

Camden Meals on Wheels will undertake an **Intake and Assessment** interview with you prior to commencing services, to determine your specific needs.

We will then develop an **Individual Support Plan** with you within three months of commencing service, to determine service goals and other support which may be required. You will receive a copy of this plan. Individual Support Plans are reviewed annually or when your needs change.

Carer Gateway

The **Carer Gateway** is the national website and phone number to help carers access information and advice and connect with services in their local area. Carers can use Carer Gateway online at www.carergateway.gov.au or by calling 1800 422 737 (Monday to Friday, 8am to 6pm).

Fees

Our aim is to keep meals affordable. Client contributions (fees) generally cover the cost of ingredients and a portion of the meal preparation and delivery costs. We are a not-for-profit service and receive government funding, but we ask clients to contribute towards their meals.

Service users are required to pay for their meals either at the time of ordering, delivery or on invoice. First time users will be asked to pay for the meals at the time of ordering.

Invoices are sent out at the beginning of each month for the preceding month. Payment is required within seven (7) days.

Flexible payment arrangements are available including:

- Credit / Debit Card over the phone on in person at our premises
- Our online order and payment portal. https://camdenmealsonwheels.com.au/order-online/
- Direct Deposit to Camden Meals on Wheels
  Bank: Westpac
  BSB: 032717
  Account No. 224120

A receipt or receipt number will be issued on payment.

If you are experiencing financial difficulty and are unable to pay for your meals, please contact the office on 4655 6822. Camden Meals on Wheels can assist the client by making referrals for financial assistance and may negotiate or waive the fee in some cases. *NSW Meals on Wheels Association* has a short term, temporary subsidy available for Clients who are financially disadvantaged.

Camden Meals on Wheels is funded by the Australian Government for the administration and delivery of meals for seniors under the *Commonwealth Home at Support Program*. The meal itself is paid for by the Client.

Cancellations

We understand that circumstances can change unexpectedly. Please let us know if you no longer need your meals or service by calling us on **4655 6822** as early as possible.

Meals: Cancellation of meals orders need to be made at least 24 hours in advance. Clients are required to pay for their meal order if insufficient notice is provided. Hot meals that are not able to be delivered will be charged. Fresh meals like sandwiches and salads require at least 48 hours' notice of cancellation. There is more leeway with frozen meals, however 24 hours' notice of cancellation is appreciated.

Transport and Social Support: Cancellation of social support and transport services needs to be made at least 24 hours in advance to avoid being charged the service fee.

Management and Staff and Volunteers

Camden Meals on Wheels is managed by a volunteer Board of Directors. The day-to-day operational management of the service is undertaken by staff in the office.

The roles of the Board, the structure of the organisation and the delegated lines of authority are set out int the organisation's Policy Manual and the Constitution.

As part of the aged care workforce, all staff and volunteers are required to undergo a National Police Check screening process prior to commencing work and then every three years.

Additionally, as part of our screening process, Camden Meals on Wheels must check the names of all staff and volunteers against the registers of banning orders at the

Aged Care Quality and Safety Commission and NDIS Quality and Safety Commission. Any person listed on these registers may be refused work with our service (dependent on the type of banning order).

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

Advocacy

An advocate is a person who, with the client's consent, promotes and represents the client's rights and interests. Advocacy and information services perform a crucial role by helping people to make informed decisions about their lives.

Clients may use an advocate of their choice to negotiate on their behalf if they wish to. This may be a family member, friend or advocacy service. Advocates will be accepted by Meals on Wheels 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 Camden Meals on Wheels. An Advocacy Nomination Form is available in the Camden Meals on Wheels Client Pack or by calling us on 4655 6822.

Work Health and Safety

Camden Meals on Wheels operates in accordance with the *Work Health and Safety* (WHS) Act 2011. Under the *WHS Act* 2011, every person conducting a business must ensure adequate management of work health and safety.

To this end Camden Meals on Wheels commits to:

- Ongoing management of WHS
- Consultation with contractors, staff, volunteers and other stakeholders
- Continuous assessment and management of risk
- Training for staff and volunteers regarding risks and WHS matters
- Accurate reporting and responses to WHS risks
- Development and review of safe procedures for the carrying out of Camden Meals on Wheels services
- Maintaining Workers Compensation and Volunteer Insurance.

Privacy and Confidentiality

Camden Meals on Wheels is committed to maintaining our clients' privacy and confidentiality of information in line with the *Privacy Act* 1988 and Australian Privacy Principles (2014). The only information held by us is what is necessary to provide safe and appropriate services. Camden Meals on Wheels documents and forms are digitally stored with access protection. Our Privacy Statement is at the back of this document.

☼☼☼

We aim to have information that is accurate and current. Details will be checked when we review your service, and we request that you advise us if any of your details change. You have the right to withhold information for privacy reasons.

Your information will only be shared with other people or service providers with your consent. You will usually be asked to give consent in writing. In some circumstances, verbal consent can be given, either in person or over the telephone.

Publications and Social Media

Camden Meals on Wheels sends out regular newsletters, publications, and posts on its social media platforms (ie, facebook, Instagram) from time to time that promotes our client services and activities, celebrates "Milestone" birthdays etc. Camden Meals on Wheels requires client consent before it can publish details of it's clients in any publication and/or use on social media.

Clients have the option to 'opt in' *or* 'opt out' using their name and/or image in any Camden Meals on Wheels publication and/or Camden Meals on Wheels social media platforms.

Feedback and Complaints

Camden Meals on Wheels encourages feedback from clients as a way of ensuring our services meet your needs and expectations. If you are not satisfied with any aspects of our service, please let us know. We view complaints as an opportunity to identify unmet needs and ways to improve service delivery.

If you have a complaint, you, your family or advocate are encouraged to contact the office by phone on 4655 6822, by email at admin@camdenmow.org.au, via our website (www.camdenmealsonwheels.com.au) or in person.

If the complaint is not resolved to your satisfaction, you can write to the Camden Meals on Wheels President of the Board.

If you feel that you are unable to discuss your complaint with the office or President, or you are unsatisfied with the resolution you can lodge your complaint with the Aged Care Quality & Safety Commission at **1800 951 822** or via the online complaints form at https://www.agedcarequality.gov.au/making-complaint/lodge-complaint/online-complaints-form.

It really is ok to make a complaint

about the service you receive from Camden Meals on Wheels

Everyone using an aged care service has the right to be safe and to receive quality services. If you have a concern or complaint, it is safe to raise it with us. Please call **4655 6822**.



When you make a complaint:

- We will listen to you
- We will acknowledge your experience
- We will investigate what has happened
- We will get back to you as soon as possible to discuss our findings and determine required actions
- We will check that you are satisfied with the action taken.

You will not be treated differently after raising concern or making a complaint.

In fact, if you make a complaint, you could stop the issue from happening to someone else. And you will be helping us to improve the quality of our services.

Rights and Responsibilities

Both the Client and Camden Meals on Wheels have rights and responsibilities relating to service provision.

Clients have the right to…

- Express their concerns about the service without fear of losing the service.
- Have their complaints dealt with fairly and promptly.
- Be represented by an Advocate of your choice.
- Be assessed to receive meals without discrimination.
- Have your specific dietary requirements met where possible.
- Privacy and confidentiality of their personal information.
- View any information about them held by the service.
- Refuse the service without retribution.

Clients have the responsibility to…

- Work with the Camden Meals on Wheels Staff and Volunteers to ensure that the services delivered meet their support needs.
- Treat Camden Meals on Wheels staff and volunteers with courtesy and respect and not ask for their personal details.
- Advise Camden Meals on Wheels of any changes in their contact details.
- Provide all essential information regarding dietary requirements.

- Ensure the home is safely accessible for staff and volunteers (e.g. pets controlled, free from dangerous material)
- Be at home to receive meal deliveries or advise Camden Meals on Wheels otherwise. (Please note: if you are not home when the volunteer arrives, the meal will not be left).
- Ensure fees for meals and other services provided are paid in full and on time according to invoice terms (i.e. within 7 days).
- Provide feedback about the services being received.
- Correctly store delivered meals if not consumed straight away.
- Follow heating instructions on each individual meal item.

Service Provider's Responsibilities

1. To provide prompt, reliable, coordinated, safe and quality services appropriate to the Client's needs as set out in their Care Plan and through the Australian Government Statement of Responsibilities.
2. Consider each Clients' best interest when providing services
3. Review the service with the Client on a yearly basis
4. Respect the client's choice to use or not use our service
5. Consult with the Client on decisions/options regarding their service
6. Provide meals/services in accordance with all relevant laws and legislation, including food safety standards, and keep accurate records of the meals/services provided
7. To ensure privacy and confidentiality of all personal information to the greatest extent permitted by law with the right for Client to access when requested
8. To provide assistance to understand any information provided to clients
9. To investigate fairly and confidentially any Complaints and to ensure appropriate steps to resolve the matter without creating fear with the Client of losing the service or being disadvantaged
10. To negotiate an alternative arrangement if any changes occur in a client's financial circumstances which limit their ability to pay due fees
11. Issue regular invoices/statements and/or receipts upon request
12. Comply with the approved guidelines relevant to a client's funding scheme.

Nutrition in Older Age



As people get older it's natural to start eating less because metabolism slows, and people generally become less physically active.

Appetite may also decrease because the person is finding it difficult to tolerate the size or spiciness of meals they used to enjoy.

They might find it difficult to buy or prepare food or have dental or digestion problems. Eating alone can also be an appetite suppressant.

But it's important to eat regularly with three meals a day and snacks in between.

Good nutrition is required to maintain independence. It helps to:

- Maintain physical strength
- Reduces the risk of falls
- Improves wound healing
- Improves appetite
- Reduces the risk of illness and infections

TIP: Add extras to small meals to increase the protein and calorie content.

If you're eating a savory dish, try adding some cheese, nuts, olive oil or an egg.

People over the age of 70 have increased requirement for:

- Protein (for muscle retention)
- Calcium (for bone strength)
- Iron, Vitamin B12, Vitamin B6
- Vitamin D

Protein is essential for building, repairing, and maintaining healthy bones and muscles. Eat protein at every meal. Foods high in protein include:

- Meat (beef, lamb, chicken, fish)
- Eggs
- Nuts (especially almonds) and seeds
- Dairy products (yogurt, custard, milk, cheese)
- Tofu
- Legumes (green peas, kidney beans, navy beans, peanuts, chickpeas….)

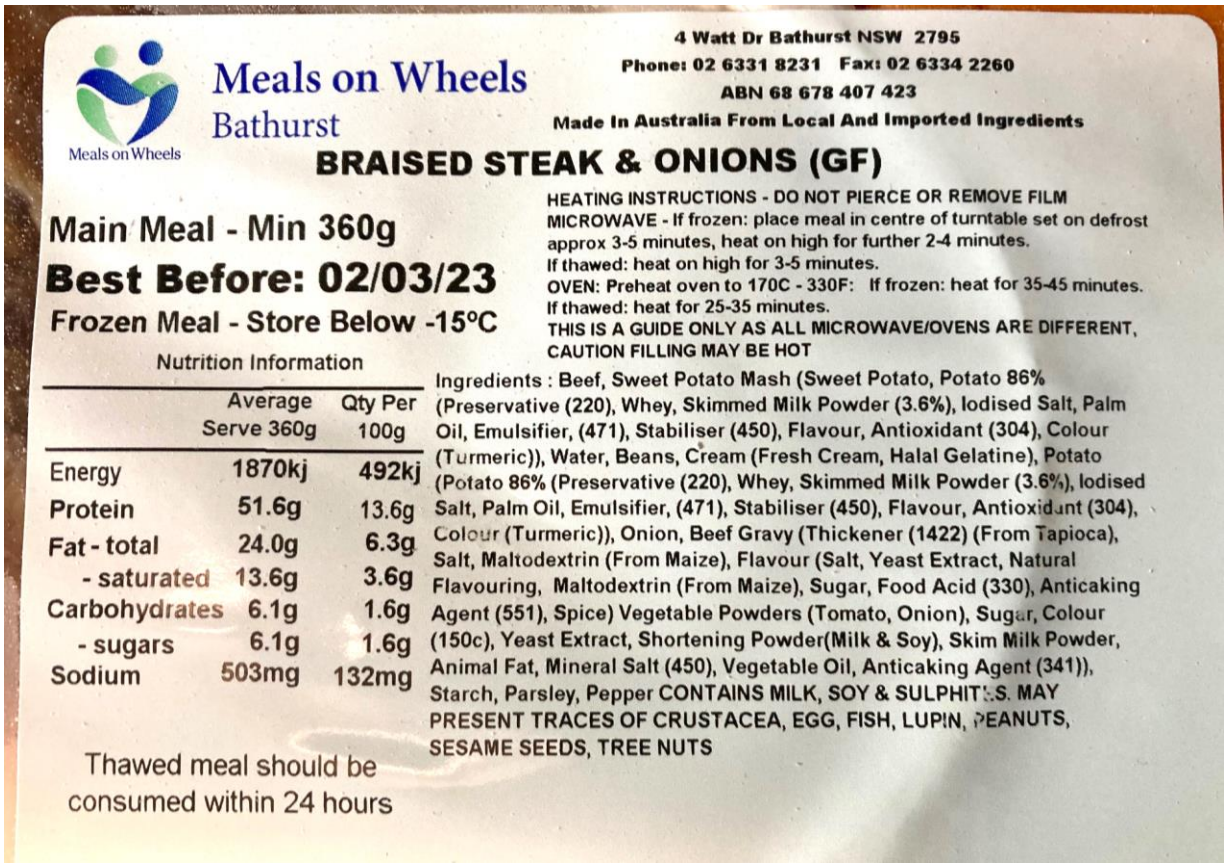
TIP: If you enjoy milk, add a dessert spoon of skim milk powder to your normal cup of milk and you'll boost your protein intake.

Checking the Nutritional Information of Meals

All packaged meals provided by Camden Meals on Wheels have a Nutritional Information label on them that lets you know the energy, protein, fat, carbohydrate and sodium levels in the serving and per 100 grams.

If you are a Diabetic or require a low sodium meal, ensure you check the label, as sometimes the nutritional information of food changes without warning from the supplier. Even substituting carrots for pumpkin in a meal can substantially change the level of carbohydrates.

A low salt meal is one that has no more than 120 milligrams of sodium per 100g.



Meals on Wheels
Bathurst

4 Watt Dr Bathurst NSW 2795
Phone: 02 6331 8231 Fax: 02 6334 2260
ABN 68 678 407 423
Made In Australia From Local And Imported Ingredients

BRAISED STEAK & ONIONS (GF)

Main Meal - Min 360g
Best Before: 02/03/23
Frozen Meal - Store Below -15°C

HEATING INSTRUCTIONS - DO NOT PIERCE OR REMOVE FILM
MICROWAVE - If frozen: place meal in centre of turntable set on defrost approx 3-5 minutes, heat on high for further 2-4 minutes.
If thawed: heat on high for 3-5 minutes.
OVEN: Preheat oven to 170C - 330F: If frozen: heat for 35-45 minutes.
If thawed: heat for 25-35 minutes.
THIS IS A GUIDE ONLY AS ALL MICROWAVE/OVENS ARE DIFFERENT,
CAUTION FILLING MAY BE HOT

Nutrition Information

	Average Serve 360g	Qty Per 100g
Energy	1870kj	492kj
Protein	51.6g	13.6g
Fat - total	24.0g	6.3g
- saturated	13.6g	3.6g
Carbohydrates	6.1g	1.6g
- sugars	6.1g	1.6g
Sodium	503mg	132mg

Thawed meal should be consumed within 24 hours

Ingredients : Beef, Sweet Potato Mash (Sweet Potato, Potato 86% (Preservative (220), Whey, Skimmed Milk Powder (3.6%), Iodised Salt, Palm Oil, Emulsifier, (471), Stabiliser (450), Flavour, Antioxidant (304), Colour (Turmeric)), Water, Beans, Cream (Fresh Cream, Halal Gelatine), Potato (Potato 86% (Preservative (220), Whey, Skimmed Milk Powder (3.6%), Iodised Salt, Palm Oil, Emulsifier, (471), Stabiliser (450), Flavour, Antioxidant (304), Colour (Turmeric)), Onion, Beef Gravy (Thickener (1422) (From Tapioca), Salt, Maltodextrin (From Maize), Flavour (Salt, Yeast Extract, Natural Flavouring, Maltodextrin (From Maize), Sugar, Food Acid (330), Anticaking Agent (551), Spice) Vegetable Powders (Tomato, Onion), Sugar, Colour (150c), Yeast Extract, Shortening Powder(Milk & Soy), Skim Milk Powder, Animal Fat, Mineral Salt (450), Vegetable Oil, Anticaking Agent (341)), Starch, Parsley, Pepper CONTAINS MILK, SOY & SULPHITES. MAY PRESENT TRACES OF CRUSTACEA, EGG, FISH, LUPIN, PEANUTS, SESAME SEEDS, TREE NUTS

Heating instructions are located on the label of all meals.

Generally, frozen meals require heating for 5-6 minutes (mini meals) to 6-7 minutes (main meals) on high in the microwave. *Refer to the Cooking Instructions guide.*

Meals that are delivered hot need to be eaten immediately and not put in the refrigerator for reheating later.

Thawed meals should be consumed within 24 hours.

Quality Standards, Guidelines and relevant Acts.

Camden Meals on Meals is required to adhere to its Grant Agreement with the Australian Government as well as these standards, guidelines and Acts (among others):

- The Aged Care Quality Standards 2025
- The Commonwealth Home Support Program Manual 2025-2027
- Living Well at Home - CHSP Good Practice Guide
- The Aged Care Act 2024
- Work Health and Safety Act 2011
- The Australian Privacy Principles (APPS)

Statement of Rights

Under the Aged Care Act 2024, you are entitled to a legislated Statement of Rights, which outlines what you can expect when receiving aged care services, including those provided under the Commonwealth Home Support Programme (CHSP).

As a client of our Meals on Wheels Service, you have the right to:

- Be treated with dignity, respect, and compassion.
- Live free from abuse, neglect, and exploitation.
- Make informed choices and decisions about your care and support.
- Be free from discrimination, regardless of your personal circumstances or background.
- Have your privacy and personal information protected.
- Receive information that is clear, timely, and accessible.
- Raise concerns or complaints without fear of negative consequences and have them addressed fairly and promptly.
- Involve others of your choosing in decisions about your care and services.
- Receive safe, high-quality care and services that support your goals, needs, and wellbeing.

This summary reflects the Statement of Rights under the Aged Care Act 2024. You may request a full copy at any time.

These rights are supported by the Code of Conduct for Aged Care, which sets out the expected behaviors of aged care workers and providers. This includes acting with integrity, respecting your rights and identity, delivering care safely and competently, and fostering a culture of kindness and inclusion.

We are fully committed to upholding the Statement of Rights and complying with the Code of Conduct to ensure you feel safe, respected, and supported at all times.

Statement of Responsibilities

Alongside your rights under the Aged Care Act 2024, clients also have responsibilities to ensure that services are delivered safely, respectfully and in partnership with service providers. As a client of our Meals on Wheels Service, you are expected to:

- Treat staff and volunteers with courtesy and respect, recognizing their role in supporting your wellbeing.
- Provide accurate and relevant information that supports safe and appropriate meal delivery, including dietary needs and access to your premises.
- Be available to receive your meal at the agreed time or notify us as early as possible if you are unable to do so.
- Let us know if your needs or circumstances change, so that we can adjust your services appropriately.
- Use the service safely and responsibly, including proper handling and storage of delivered meals.
- Respect the privacy and dignity of others, including fellow clients, staff, and volunteers.
- Contribute to a safe environment by not engaging in behavior that is aggressive, threatening or harmful.
- Participate in care planning and service reviews, if appropriate, to help ensure service continues to meet your needs.
- Report any concerns or complaints so they can be addressed and resolved.

By fulfilling these responsibilities, you help us provide high-quality, respectful and effective support that promotes your health, independence and wellbeing.

Camden Meals on Wheels understands that each Client has rights that must be upheld by the organisation. If you feel that your rights are not being respected, please let us know. https://www.agedcarequality.gov.au/consumers/consumer-rights

Aged Care Code of Conduct

Camden Meals on Wheels is required to provide services that are safe, respectful and support the health and wellbeing of older people.

The code applies to all registered providers, their responsible persons, their aged care workers (which may include volunteers).

The Code outlines eight elements of expected behavior:

1. Act with respect for people's rights to freedom of expression, self-determination and decision-making.
2. Act in a way that treats people with dignity and respect and values their diversity.
3. Act with respect for the privacy of people.
4. Provide care, support and services safely and competently.
5. Act with integrity, honesty and transparency.

6. Promptly take steps to raise and act on concerns about matters that may impact on the quality and safety of care, support and services.
7. Provide care, support and services free from violence, discrimination, exploitation, neglect, abuse and sexual misconduct.
8. Take all reasonable steps to prevent and respond to violence, discrimination, exploitation, neglect, abuse and sexual misconduct.

A copy of the Camden Meals on Wheels Aged Care Code of Conduct Policy is available upon request.

Whistleblower rights and protections

Camden Meals on Wheels promotes a culture of honesty, integrity and accountability. Camden Meals on Wheels provides a safe and confidential way to raise concerns about misconduct or unlawful behavior.

We encourage our clients, volunteers, staff, and committee members to speak up if they become aware of conduct that may be illegal, unethical, unsafe, or contrary to our values.

The Camden Meals on Wheels Whistleblower Policy protects whistleblowers from victimization, retaliation or disadvantage and will ensure concerns are handled promptly, fairly and transparently.

The Camden Meals on Wheels Whistleblower policy applies to all employees, permanent, part-time, casual and temporary; Volunteers, Board & Committee members, Contractors, suppliers, consultants and any other person who performs work for or with Camden Meals on Wheels.

A copy of the Camden Meals on Wheels Whistleblower Policy is available upon request.

Child Safe obligations

Camden Meals on Wheels is committed to the safety, wellbeing, and empowerment of all children and young people. While our services primarily support older Australians, we acknowledge our obligations under the Commonwealth Home Support Program (CHSP) and the National Principles for Child Safe Organisations to provide a safe environment wherever our services operate. The Camden Meals on Wheels Child Safe Policy applies to all staff, Board members, volunteers, contractors and any person engaged by Camden Meals on Wheels who may come into contact with children during the course of their duties.

Camden Meals on Wheel's commitment to child safety has zero tolerance for child abuse. Camden Meals on Wheels is committed to the safety, participation and empowerment of all children. Camden Meals on Wheels supports and respects all children, as well as our staff and volunteers. Camden Meals on Wheels is committed to the cultural safety of Aboriginal children, children from culturally and linguistically diverse backgrounds, and to providing a safe environment for children with a disability.

A copy of the Camden Meals on Wheels Child Safe Policy is available upon request.

Incident Reporting and Management

Serious Incident Response Scheme (SIRS)

Your safety and wellbeing are very important to us. As a Registered Provider of aged care services, we must report and manage all serious service-related incidents through the Serious Incident Response Scheme (SIRS). SIRS is a national system for identifying, responding to and reporting serious incidents involving people receiving aged care services.

SIRS helps protect you from harm and ensures concerns are acted on quickly.

What is a serious incident?

A serious incident is something we observe, hear, or are informed about that suggests you may have been harmed, abused or neglected.

Examples include, but are not limited to:

- physical abuse
- emotional or psychological abuse
- financial abuse
- sexual abuse or misconduct
- neglect (for example, you appear unable to access food, water, medication or essential supports)
- inappropriate use of force
- discrimination or exploitation
- a situation that indicates a serious and immediate risk to your safety or wellbeing

What is not a serious incident

The following are not considered SIRS incidents for Meals on Wheels:

- you are not home when we deliver
- you cancel meals
- we cannot reach you by phone
- you go to hospital
- you do not answer the door
- you decline a service
- you make independent choices that carry normal personal risk

When we must report an incident

We are required to notify the Aged Care Quality and Safety Commission if:

- we reasonably believe you have experienced a serious incident
- OR you may be at immediate risk of harm
- OR we directly observe evidence of abuse, neglect, exploitation or serious mistreatment If the risk is urgent and serious, it is called a Priority 1 incident, and we must report it within 24 hours.

If the matter is serious but not urgent, it is a Priority 2 incident, reported within 30 days.

What we will do

If we see or hear something that causes concern, we will:

- Check on your immediate safety
- Talk with you respectfully about what we observed
- Take steps to respond (for example, contacting your emergency contact if needed)
- Document what happened
- Make a SIRS report if required by law
- Follow up with you to ensure you feel safe and supported

You will not get in trouble for speaking up

You will never lose access to services or be treated differently for raising a concern or telling us you feel unsafe.

You can speak to:

- our CAMDEN MEALS ON WHEELS Client Coordinator
- an advocate
- the Aged Care Quality and Safety Commission 1800 951 822

We take every concern seriously.

Camden Meals on Wheels Privacy Statement

Part 1

Camden Meals on Wheels Inc. is committed to protecting your privacy. Camden Meals on Wheels is subject to the Australian Privacy Principles as set out in *the Privacy Amendment (Enhancing Privacy Protection) Act 2012* (Cth). The Australian Privacy Principles govern the way we collect, use, handle, disclose and secure information about you (Personal Information). The Australian Privacy Principles also permit you to access your Personal Information to correct or update it.

1. How and why, we collect your Personal Information

Camden Meals on Wheels collects Personal Information specific to, and required for, the services and products that we provide to our clients. We also collect Personal Information relating to our volunteers, donors and friends of Camden Meals on Wheels.

The Personal Information collected and maintained by Camden Meals on Wheels may comprise of your:

- name
- address
- contact details
- age or birth date
- My Aged Care number including Meal, Social Support and Transport Codes
- Medicare number (clients)
- details of the services that you have requested from us, together with any additional information necessary to deliver those services; and

For some products and services, we may also collect and maintain Personal Information which is sensitive (**Sensitive Personal Information**). This may include:

- health information, for example dietary/nutritional requirements, mobility requirements and medication details, and
- religious affiliation, where this impacts upon dietary requirements (e.g. kosher or halal).

We will obtain your consent prior to collecting and maintaining any Sensitive Personal Information about you unless it is required or authorised under Australian law in accordance with the Australian Privacy Principles.

Camden Meals on Wheels usually collects information directly from you. We may also collect Personal Information indirectly. For example, we may obtain Personal Information from:

- related third parties, such as family members who may engage our services on your behalf
- third party service providers, for example doctors/GPs or health care providers, dieticians etc.
- access and use of our website, or
- law enforcement agencies and other government entities where this is authorised or required by law.

The information we collect allows us to:

- provide our services to you effectively and safely
- provide you with a better and more personalised level of service
- carry out market research and conduct education, advocacy and publicity campaigns
- administer general record keeping, and
- meet legal and regulatory requirements.

If the Personal Information required is not provided, Camden Meals on Wheels may not be able to provide the services sought.

2. Disclosure of your Personal Information to third parties

Camden Meals on Wheels is committed to protecting and maintaining the privacy, accuracy and security of all Personal Information collected and used. We will not sell, rent, loan, trade or lease your Personal Information to any unrelated third parties.

However, to enable them to carry out specialised activities on behalf of Camden Meals on Wheels, we may disclose your Personal Information to:

- our volunteers, employees and contractors
- fundraising/marketing agencies, or
- other third-party service providers with your consent.

Where your Personal Information is provided to these third parties to enable them to perform their agreed activities, they are required to abide by the Australian Privacy Principles and use the Personal Information provided for the sole purpose of supplying their specific services.

In some cases, we use third parties to manage our data collection and storage, some of whom may store information overseas.

Prior to disclosing your personal information to an overseas Camden Meals on Wheels will confirm the location of the overseas third party and seek your specific consent. We will take such steps as are reasonable in the circumstances to ensure the overseas third party uses the personal information for the purpose intended and does not breach the Australian Privacy Principles.

We may also be required by law to disclose your personal information. For example, to comply with a subpoena, a warrant or other order of a court or legal process.

3. Security of your Personal Information

Camden Meals on Wheels will take steps as are reasonable in the circumstances to protect any Personal Information that we hold from any misuse, interference and loss, and to protect it from unauthorised access, modification and disclosure.

Camden Meals on Wheels premises provide physical security over paper files, electronic data stores and other records. We also maintain computer and network security, such as user identifiers, 2-step verification and passwords to control access to computer systems where Personal Information is stored.

4. Contacting us about access and correction of your Personal Information

Camden Meals on Wheels will take reasonable steps to ensure the accuracy and completeness of your Personal Information and that it is up to date whenever Camden Meals on Wheels collects, uses or discloses your Personal Information.

If you would like to access or revise your Personal Information, or believe that the information we currently have on record is either incorrect, incomplete or both, please contact Camden Meals on Wheels at: admin@camdenmow.org.au or PO Box 401, Camden NSW 2570.

5. Direct marketing

Camden Meals on Wheels undertakes a variety of fundraising programs. From time to time, we may contact you regarding our services, fundraising activities, programs or events or other information which we believe may be of interest to you.

We will always provide a simple ‘opt-out’ option with this kind of correspondence. Alternatively, you may update your communication preferences by contacting Camden Meals on Wheels at admin@camdenmow.org.au.

We will not provide your Personal Information to other organisations for the purposes of direct marketing.

6. Changes to our Privacy Statement

We may change our Privacy Statement from time to time. You may request that Camden Meals on Wheels provide you with a copy by post, email or other form. We do not charge for this service.

7. Privacy Complaints

If you believe that we have not protected your Personal Information as required under the Australian Privacy Principles, and you wish to make a formal complaint about a possible breach of the Australian Privacy Principles, you can send Camden Meals on Wheels an email detailing your complaint to admin@camdenmow.org.au, complete the contact tab via our website (www.camdenmealsonwheels.com.au), call our office or write to us at Unit 1/18C Little Street, CAMDEN NSW 2570.

Your complaint will be managed via Camden Meals on Wheels Complaint Handling Procedure. This Procedure assures you of a timely and accurate response to your complaint.

Any unresolved complaints should be referred to the Privacy Commissioner. For further information on Privacy please visit the Australian Government Office of the Australian Information Commissioner Website at http://www.oaic.gov.au/

PART 2

Website Use Policy

Your Privacy Online

When you visit this site, our server logs the following information:

- the type of browser and operating system you are using
- your top-level domain name (for example .com, .gov, .au, .UK);
- the address of the referring site
- your server's IP address
- the date and time of your visit, and
- the address of the pages accessed, and the documents downloaded.

This information is used only for statistical analysis and systems administration purposes. No attempt is made to identify users or their browsing activities, except in the unlikely event of an investigation by a law enforcement agency.

Cookies

A cookie is an electronic token that is passed to your browser which passes it back to the server whenever a page is sent to you.

Our server generates one cookie which is used to keep track of the pages you have accessed while using our server. The cookie allows you to page back and forward through the web site and return to pages you have already visited. The cookie exists only for the time you are accessing our server.

Online Transactions

To process payments made on our website we utilise a secure payment gateway, operating on 128bit SSL encryption. This ensures high level of protection of your

personal and financial details as well as order particulars which are all encrypted as they are sent to and from your computer.

Links to other sites

This site contains links to other sites. Camden Meals on Wheels is not responsible for the privacy practices or the content of these sites.