Volunteer Handbook

Our Mission

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

Our Values

- Compassion
- Respect
- Care
- Integrity
- Teamwork

Our contact details

Camden Meals on Wheels

Phone: (02) 4655 6822

Postal address: P.O. Box 401, Camden NSW 2570

Office address: Unit 1, 18c Little Street, Camden NSW 2570

Email: admin@camdenmow.org.au

Website: www.camdenmealsonwheels.com.au

Office hours: Monday to Friday 8.30am to 3pm

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).

Meals on Wheels™ Camden

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Welcome to Camden Meals on Wheels (CMOW)

Camden Meals on Wheels (CMOW) is a volunteer organisation. It is overseen by a volunteer Board of Directors and employs a small team to facilitate day-to-day activities.

Thank you for giving us your valuable time to volunteer with CMOW. Volunteers are the most important point of contact for our clients. The volunteer spirit drives our organisation – without you, the service would not exist.

CMOW is a provider of support services that enable older people in our community to remain in their own homes longer and enjoy a level of independence and style of living to suit their individual needs.

Using a wellness and re-ablement approach, CMOW provides Commonwealth Home Support (CHSP) funded services to provide:

- Meals
- Transport
- Individual Social Support

A wellness and re-ablement approach to ageing sees older adults setting purposeful goals for how they wish to live, to help regain and maintain independence and autonomy, for as long as possible.

CMOW can also provide meals for older people under the federally funded Support at Home Program (SAHP). A negotiated Schedule of Fees and SAH Service Agreement is required to be entered into prior to the commencement of meal delivery under the client's SAHP.

At CMOW we have over 80 volunteers engaged in our service provision. Duties are varied and include tasks such as: meal delivery; administration work; bus driving; social support; marketing; assistance in the kitchen pick/packing meals. We recognize the value volunteers bring to our service and our community. We want to ensure you feel well supported as you undertake your role.

We want you to enjoy your time with CMOW. Nevertheless, we work with vulnerable people as well as those experiencing complex problems.

If you are ever struggling with any aspect of your volunteer work with CMOW, please talk with our Volunteer Coordinator 46556822 or email admin@camdenmow.org.au.

CMOW Hours of Operations

CMOW 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).

We are closed between Christmas and New Year. The CMOW Volunteer Coordinator will confirm the office closure dates.

Governance (Committee and Staff)

The role of the Management Committee and staff is outlined in our Constitution and Policy and Procedures Manual, which also includes our organisational structure, including reporting lines and key areas of responsibility. The Management Committee provides governance and strategic oversight, ensuring we meet our legal, financial, and operational obligations. Day-to-day management and coordination of services are delegated to staff by the Management Committee.

CMOW operates within a framework of national and state laws, standards, and funding agreements designed to ensure quality, safety, and accountability in aged care and community services.

CMOW is required to comply with our funding body contract agreements as well as key standards, guidelines, and legislation.

The Staff Team

Kelly McLaren	Volunteer Coordinator	Kelly provides reception services and coordinates meals orders; meal runs and volunteer rosters for meal runs. She completes Police Checks and manages petrol cards. Kelly is our first point of call for advising of absences and other issues.
Michelle Croft	Client Coordinator	Michelle provides a hands-on-role and is responsible for client intake applications, completing Individual care plans with clients. Michelle is also responsible for social support programs and events that increase social connectivity and wellbeing of our clients.
Billie Cody	Kitchen Attendant and Food Safety	Billie is responsible for the kitchen. Billie packs all meals for daily delivery by volunteers to our clients. Billie keeps track of our meal inventory, all food safety requirements, stocks the freezers and updates our menus.
Teresa Montgomery	Accountant	Teresa is responsible for recording all the financial transactions of CMOW. She prepares the financial statements and communicates key information to our board of directors at the monthly board meetings.
Tanya Joliffe	Compliance Coordinator	Tanya is responsible for ensuring CMOW policies and procedures are maintained and adhered to.

Camden Meals on Wheels uses a Volunteer Service Delivery Model whereby volunteers deliver services directly and a small number of paid staff manage and support them.

Our volunteers are not a substitute for paid staff. Rather, our volunteers bring social capital and other values to their roles which is highly beneficial to the vulnerable people we support.

Meals on Wheels™
Camden

Our History

Meals on Wheels originated in the United Kingdom during the WWII Blitz when many people lost their homes and their ability to cook their own food. The Women's Volunteer Service for Civil Defence provided hot meals for these people. The concept spread across the English-speaking world.



Meals on Wheels commenced in Australia in 1952, with when Mrs. E. Watts pedaled a tricycle around South Melbourne. The first meal was soup, roast lamb and plum pudding and cost 1/3d (around 13 cents).

In 1954, the Red Cross provided a car and volunteers to deliver the meals.

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, which is approximately 20 cents today.



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 13 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.

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 in Camden Hospital. The organisation is currently managed by a Volunteer-based Management Committee, comprised of 8 members of the community with expertise and skills in business management and community service delivery.

A number of permanent and part-time permanent staff are employed by Meals on Wheels. These staff provide strategic, marketing, food safety and administrative assistance to enable volunteers to provide meal delivery, wellbeing checks, transport, social support and other support services.

Meals on Wheels delivers healthy meals to clients' homes to not only ensure their nutritional requirements are met, but to provide regular social contact and a friendly check to see all is well. This enables people to continue to live in their own homes, where most are happiest.

Meals on Wheels™ Camden

Principles of Volunteering

Volunteering is time willingly given for the common good and without financial gain. Volunteering Australia

Volunteering is all about you being able to contribute some of your own time to help people in our community.

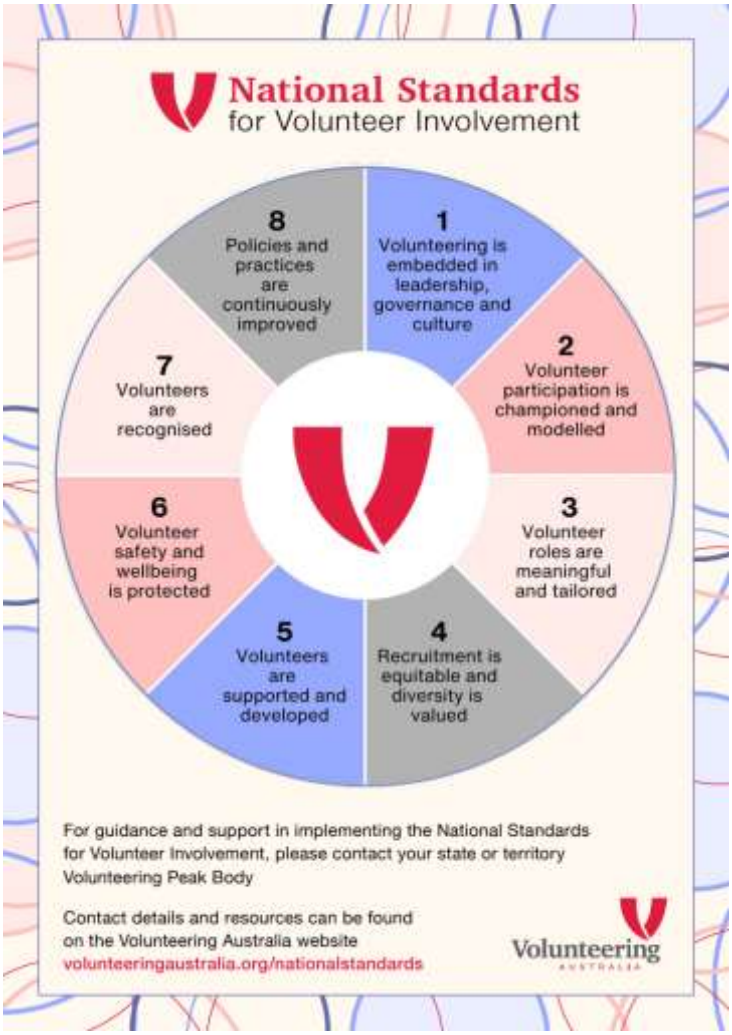
Volunteers support our community and add them in their own unique way using a wide variety of skills, knowledge and experience.

Volunteering….

- benefits our community *and* the volunteers.
- is unpaid work.
- is always a matter of choice,
- is a legitimate way in which citizens can participate in the activities of their community
- is a vehicle for individuals or groups to address human, environmental and social needs
- is an activity performed in the not-for-profit sector
- does not replace paid workers nor constitute a threat to the job security of paid workers.
- respects the rights, dignity and culture of others; and
- promotes human rights and equality.

Volunteering Australia

CMOW follows the eight National Standards for Volunteer Involvement best practice framework. www.volunteeringaustralia.org



CMOW Commitment statement

CMOW meets National Standard 2 by commitment by way of the following:

- CMOW recognises volunteer involvement as integral to its operation and makes a commitment to run a safe, supported and sustainable volunteering program that meets the needs of the organisation, including service users and volunteers.
- CMOW is committed to continuous improvement and prioritises collecting and implementing the feedback of volunteers who have a nuanced understanding of how our programs and services run, and how they can be improved to deliver better outcomes."
- CMOW is committed to recognising the contribution of volunteers and highlighting their critical role in delivering services and programs."
- CMOW undertakes to consider volunteer involvement at a strategic level and build a volunteer-focused organisation that embeds volunteering in planning processes."
- CMOW has planned strategies for recruiting, supporting and recognising its volunteer workforce."
- CMOW adequately resources volunteer involvement, including reimbursing volunteers with a fuel card for client meal delivery and client social support transport needs.

Volunteering with Camden Meals on Wheels

Volunteer Roles with Camden Meals on Wheels

- Volunteer Meal Delivery Driver or Assistant
- Volunteer Meal Mates (a component of Individual Social Support)
- Volunteer Social Support
- Volunteer Transport provider.
- Volunteer Event Support
- Volunteer Administration Assistance

Induction

As a new volunteer you will be guided through an induction process and be given an opportunity to ask any questions. This will familiarise you with our processes, policies and procedures that will make your time volunteering in our service both safe and rewarding.

Induction will include:

- Discussion about the contents of this Volunteer Handbook and CMOW's policies and procedures.
- Acknowledgement of required forms including a Volunteer Agreement, Volunteer Code of Conduct, Aged Care Code of Conduct, Child Safe Code of Conduct and Code of Confidentiality.
- An introduction to your role including Role Description.
- Discussion and overview in regards to mandatory training modules.
- Training in role specific Safe Work Procedures, usually conducted 'on the job'.
- Ongoing support and supervision

What we provide

- Orientation and information modules which the CMOW Volunteer Coordinator will provide access to
- Ongoing support and supervision
- Clear guidance on safety, confidentiality, and professional boundaries
- Reimbursement by way of AMPOL Petrol card for deliveries and/or transport for CMOW clients

Your commitment

- Attend scheduled shifts or provide early notice if unavailable
- Respect client confidentiality and privacy
- Follow safe food handling, infection control, and driving procedures
- Represent our service in a positive, professional, and respectful manner

Ongoing support and communication

- The CMOW Volunteer Coordinator will maintain regular contact with you to ensure you understand your role and feel supported in carrying out your duties. You'll also be invited to attend annual volunteer meetings, which provide important updates, guidance, and opportunities to connect with other volunteers.
- We also offer information sessions throughout the year to help you build confidence, develop new skills, and stay informed about relevant topics such as food safety, wellbeing, and aged care standards.
- If you have any questions or concerns about your role or responsibilities, you are encouraged to discuss them with the CMOW Volunteer Coordinator.
- In circumstances where you breach the Code of Conduct, safety requirements, or are unable to meet the expectations of your role, we reserve the right, at the discretion of the CMOW Volunteer Coordinator and Management Committee, to end the volunteer arrangement.

Duty of care

All volunteers and staff have a duty of care to consider how their actions may affect the health, safety, and wellbeing of others; including clients, colleagues, and members of the public.

If you are ever unsure about what is safe or appropriate, seek guidance from the CMOW Volunteer Coordinator.

Volunteer Screening

1. National Crime History Record Check

All volunteers need to successfully complete a National Crime History Record Check (aka a Police Check), with identification requirements to be provided prior to or during induction. Identification documents can include your Passport and or Birth Certification, Medicare Card, Drivers Licence.

CMOW keeps files for each volunteer including a copy of their reference checks, any certificates / training, signed forms, National Police Check, license number and any other communication required. This information is stored on a secure electronic database.

CMOW will communicate regularly with you to ensure that you understand your role and that you feel supported in your role. CMOW will also provide training days throughout the year which will provide education and information about specific topics.

If we are concerned about your volunteering service, our CMOW Volunteer Coordinator will discuss this with you. Volunteers who breach the *Code of Conduct* or who are unable to complete their duties may be asked to leave the service (at the discretion of Volunteer Coordinator).

If you have a concern at any time, or you are unhappy with any aspect of your work, please speak with the CMOW Volunteer Coordinator.

2. Banning orders

As part of our screening process, CMOW must check the names of all 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).

More information:

Aged Care Banning Orders
www.agedcarequality.gov.au/providers/compliance-enforcement/banning-orders

NDIS Banning Orders
www.ndiscommission.gov.au/about-Us/compliance-and-enforcement/compliance-actions

Reimbursement of Expenses

If you wish to claim the petrol allowance, please ensure that you collect an Ampol Cash Card from staff when you sign on or off. This card can be used at any Ampol Service Station. Please ensure that you treat the cards as you would cash, as lost cards will not be replaced.

If you choose not to claim the petrol allowance, please sign next to the card number in the "Volunteer Sign on Diary" and write "donated", and hand it back to the office staff. This record is necessary for CMOW to comply with funding guidelines. Donated Cards are allocated as a cash donation to CMOW.

Insurance

Volunteers are covered by our Volunteer workers' ***Personal Accident*** policy whilst carrying out the service of delivering meals and client transport requests. Cover under this policy shall only apply whilst the Insured Person is engaged in unpaid voluntary work on behalf and under the direction of CMOW.

Should you experience any incidents involving your vehicle whilst on a CMOW meal delivery AND/OR social support/transport job you must notify the CMOW office **immediately** *(e.g. reporting at a later date, more than 24 hours since the incident may affect the validity of the claim under our Volunteer workers' Personal Accident policy),* therefore, you must advise the CMOW office **immediately** of any incident.

All meal run delivery volunteers, including children over 8 years, are required to sign the Volunteer's Register (located near the front door of the premises) before leaving for their meal run, and again on return. This covers you for insurance purposes.

It is essential that you return to the office immediately after completing your meal run delivery to ensure that you do not void your entitlement to insurance *(e.g. if you went shopping for yourself after you finished your meal run delivery and had an accident on your way back to the office to drop off the eskies you may void any entitlement to insurance under our Volunteer workers' Personal Accident policy).*

Volunteers who use their own vehicles to provide any CMOW services to clients are required to keep the vehicle registered and comprehensively insured.

What to Wear

Volunteers are requested to dress in a way that reflects the professional and caring nature and values of CMOW and to comply with relevant WHS requirements, including the wearing of closed footwear. Attire is to be clean, presentable and in a good state of repair. An acceptable standard of personal grooming and hygiene is required. If provided, Volunteers should wear their CMOW Volunteer shirt.

Identification

All volunteers who work offsite are required to wear a lanyard card identifying them as a CMOW representative. This should be worn when dealing face-to-face with clients. The identification card & lanyard will be provided to volunteers by CMOW.

Unable to Attend

If you cannot attend due to illness, holiday or unforeseen circumstances, please advise staff **as early as possible**, so that we can find a replacement. (Ph: 4655 6822)

Volunteer Rights

Volunteers have the right to:

- Be supported and guided in their role.
- Be treated with respect in the workplace.
- Privacy and confidentiality
- Negotiate hours and days of work with their supervisor.
- Be reimbursed by way of a fuel card for Meal Runs and/or Transport of clients.
- Training will assist them to better achieve the objectives of their role.
- Work under safe conditions in a safe workplace.
- Work in an environment free from bullying, harassment and/or discrimination.
- Make a complaint or provide feedback regarding service delivery or the volunteering role.
- Provide input and make suggestions freely.

Home Visiting

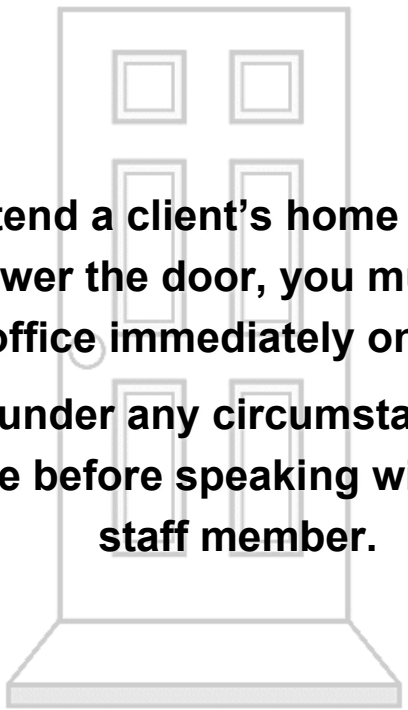
When you visit a client's home, please remember not to pass judgement on a person's house or the way they live their life. If you have a concern about the condition of a person's house related to health or safety, please speak with the CMOW Volunteer Coordinator.

It is important to always remain observant and to report to a staff member anything which seems out of character or concerning.

Similarly, it is critical to look out for issues which may pose a safety issue and to report all safety issues to staff immediately (for example if you notice steps are cracked/broken or paths uneven and likely to be a trip hazard).

If you visit a client's home and they do not answer the door, you must call the CMOW office immediately on 4655 6822. Do not under any circumstances enter the home before speaking with a CMOW staff member.

CMOW staff are experienced in dealing with complaints and queries from clients or their families. It is absolutely essential to refer any queries and/or complaints back to CMOW Staff as incorrect information could result in legal action for you and CMOW.



If you attend a client's home and they do not answer the door, you must call the CMOW office immediately on 4655 6822.

Do not under any circumstances enter the home before speaking with a CMOW staff member.

Meals on Wheels™ Camden

Code of Conduct

A *Code of Conduct* provides a framework of professional behavior, values and principles for employees and volunteers of CMOW.

- Volunteers operate under a moral responsibility to undertake the activities that they commit to but are under no legal obligation to attend or carry them out.
- Volunteers will participate in all relevant induction and training programs.
- Should a volunteer not adhere to their commitment, there are no punitive steps that CMOW can take other than to discontinue the relationship unless there is a legal obligation to do so.
- If the volunteer is unable to undertake or complete any assigned task or activity, or where they are unsure of how tasks are to be performed, the volunteer will seek clarification from the CMOW Volunteer Coordinator.
- The volunteer is expected to be always courteous to staff, clients, the public and other volunteers.
- At all times the volunteer will behave in a way that upholds the core values of CMOW.
- The volunteer must never demand or request any gift or benefit for themselves or anyone else in connection with their volunteering duties. If the volunteer is offered or receives a gift, they must advise the CMOW Volunteer Coordinator.
- Under the *Work Health & Safety Act 2011* the volunteer is required to follow reasonable direction given by CMOW, its agent or representative regarding safety practices and procedures. Under the Act the volunteer is also expected to take reasonable responsibility for their own health and safety as well as the health and safety of others. The volunteer will notify the CMOW Volunteer Coordinator of any health and safety issues or potentially hazardous situations that may pose a risk to myself or others and report any accidents or incidents relating to staff, volunteers, or the workplace.
- While undertaking tasks under the direction of CMOW, its agent or representative, the volunteer will be indemnified for any injury or damage caused by their actions, other than where they wilfully or deliberately cause the injury or damage.
- Should the volunteer suffer any injury, they must notify the CMOW Volunteer Coordinator immediately. Should they become aware of an injury to another party or damage to property they must notify the CMOW Volunteer Coordinator immediately.
- If the volunteer uses their own vehicle for the volunteering role, the vehicle will be clean, roadworthy, registered and have comprehensive insurance. The volunteer will inform CMOW if at any time they are unable to drive due to loss of license, registration or roadworthiness of their vehicle or comprehensive insurance has lapsed.
- Any property or equipment that is provided for use during the volunteer's placement is only to be used to undertake tasks assigned to me and always remains the property of CMOW e.g. name tags, ipad.

Meals on Wheels™ Camden

Work Health and Safety (WHS)

CMOW 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.

CMOW 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 CMOW business.
- Maintaining Workers Compensation.

As a volunteer you are required to:

- Take reasonable care to ensure that your acts don't adversely affect the health and safety of others.
- Carry out your tasks in a safe way and consult with others on safety.
- Follow the reasonable work health and safety instructions given to you by CMOW.
- Co-operate with CMOW's Work Health and Safety policies and procedures.
- Comply with CMOW's WHS Management System, including but not limited to WHS Policies, Standard Operating Procedures, Risk Assessments and work instructions.

Guidelines for CMOW services working with Coronavirus.

CMOW follows the current advice of the Department of Health and Ageing regarding vaccination, risk minimisation and infection control for COVID-19.

Infection Control/Risk Minimisation

- Vaccination continues to be important in managing the risk related to COVID-19. Aged care and disability support workers are strongly encouraged to get vaccinated against COVID-19, in line with the latest ATAGI advice, to aid protection against both infection and severe disease for themselves and the people they support.
- Check Work Health and Safety, Food Handing and/or Hygiene Policy and ensure these policies are being followed.
- Ask volunteers and staff to notify you if they are sick and remain at home.
- Ask volunteers and staff to notify you if they may be at risk of Coronavirus.
- Remain up to date with the latest information and alerts on Coronavirus.
- Ensure handwashing procedures and food handling processes are followed adequately by all staff and volunteers.

- Provide adequate handwashing detergents & paper towels (see handwashing poster for putting near sinks/bathrooms)
- Provide alcohol wipes/sanitiser for volunteers delivering meals and ensure they wash hands after each visit.
- Follow NSW Government guidelines about testing positive to COVID-19 and managing it safely at home
- Keep up to date with policies and information about COVID-19 at Department of Health, Disability and Ageing and by following the World Health Organisation website factsheet

Correct Lifting Technique

CMOW regularly conducts risk assessments and has determined that the safest way to carry eskies is using two hands underneath the Esky.

All workers (volunteers and paid staff) have a duty of care to ensure that safe work practices are followed.

Please….

- Make sure you can lift the load. If not, don't lift it. Do not overload yourself. This can be done by 'test' lifting the object (place your hands diagonally opposite on the object to identify the weight. There is no legal lifting limit; it is therefore your legal right to decline lifting anything that you find too heavy.)
- Check the path is clear.
- Place feet close to the object. One foot beside the load and the other behind.
- Bend your knees, get a good hold, and keep your back straight.
- Lift the load using your leg muscles.
- Keep the load as close as possible to your body. Support the load with your legs.
- When putting the load down use your leg muscles bend your knees and keep your back straight



Training

CMOW Training Modules

CMOW will set up each new volunteer with access to the mandatory online volunteer training suite. Meals on Wheels online Volunteer Training modules can be found at **https://nswmealsonwheels.org.au/get-involved/volunteer-training**

You will need to hit the REGISTER button in the first instance to set yourself up with a username and password.

There are 11 modules in total. The modules which are required to be completed prior to commencing volunteering activity include:

- COVID- Training module
- General Induction
- Health and Safety
- Code of Conduct
- Client Confidentiality
- Fair Treatment
- Wellness and Reablement
- Food Safety (when delivering meals)
- Emergencies
- At Risk Clients
- Home Visits



Note: This training material is either owned, or licensed for use by MOWNSW.

Other legislative Training Requirements under the new Aged Care Act

The new Aged Care Act 2025 came into effect on 1 November 2025. As a valued volunteer with CMOW, you play an essential role in supporting older Australians and ensuring they receive safe, respectful, and high-quality care.

We follow important standards, including:

- Aged Care Code of Conduct
- Child Safe Code of Conduct

These obligations help us build trust and create an environment where clients feel safe, valued, and supported. If you're ever unsure about any aspect of these requirements, please reach out—we're here to help.

As part of our compliance with the new Act, we will provide you with clear information about these Codes and where applicable, ask you to sign an acknowledgment confirming you've read and understood them. Copies of our policies are also available if you'd like them.

First Aid

It is preferred that all CMOW staff and volunteers who provide CMOW services to our clients hold a First Aid Certificate, however this is not mandatory.

On occasions, in conjunction with other approved providers, CMOW may arrange First Aid courses that volunteers can attend, at no cost to the volunteer. Please discuss this with the CMOW Volunteer Coordinator.

It is important to note that Volunteers are not permitted to administer medications, perform wound care, change dressings, or provide any medical or personal care services to CMOW clients.

Our role is to provide meal delivery, transport and social support services only. This approach aligns with NSW Health principles that medication handling and clinical care must only be performed by appropriately trained and authorised health professionals.

Please call the CMOW office on 4655 6822 should you have any concerns or questions.

Meals on Wheels™
Camden

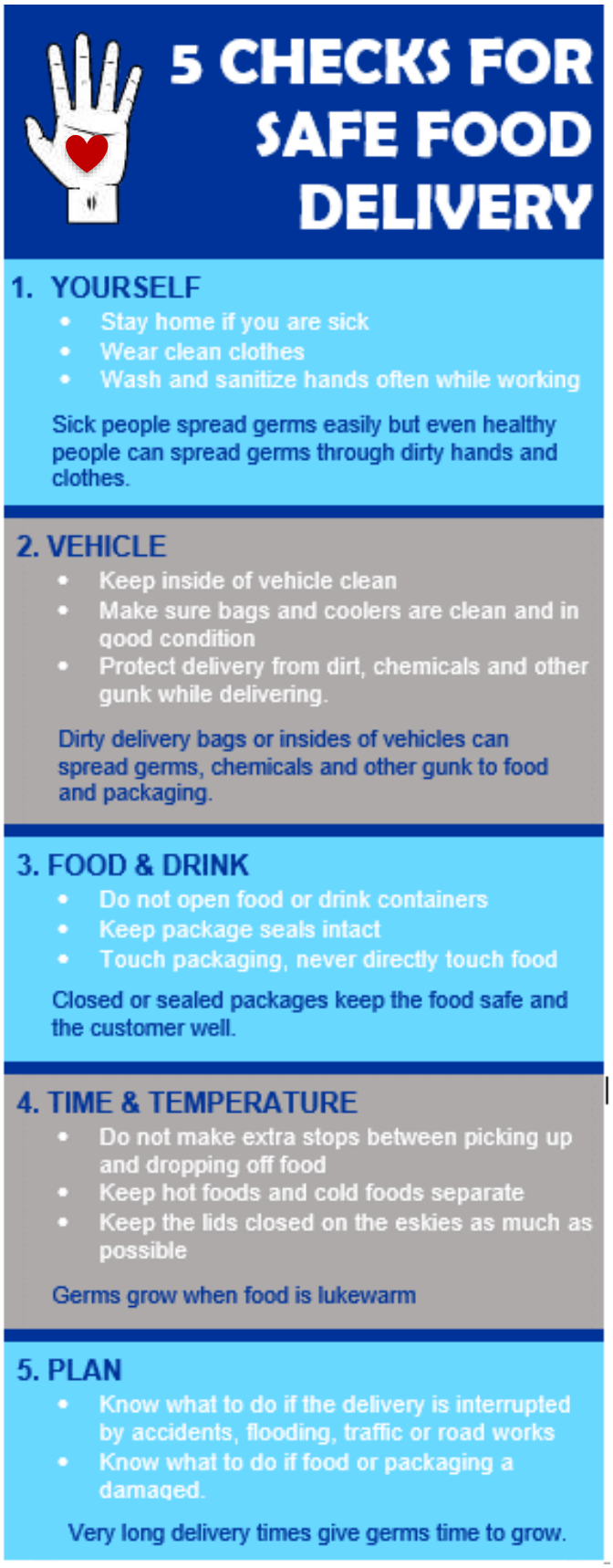
Safe Food Handling

Basic food hygiene principles should be followed when delivering meals. The elderly and disabled are considered by the Food Safety Authority of NSW and the Australian New Zealand Food Standards Authority (ANZFSA) to be high-risk vulnerable populations in terms of the risk of food poisoning.

We have a duty of care to ensure that procedures are implemented to minimise these risks.

Please observe the following when delivering meals:

- Always wear clean clothing
- Wash your hands.
    - Before handling food or food containers
    - After using the toilet
    - After smoking, coughing, sneezing, using a handkerchief or tissue, eating, drinking or touching your face, scalp or body.
    - After handling garbage
    - After handling animals
- We understand that during meal delivery it may not be easy to find a place to wash your hands. In these instances, please use the anti-bacterial hand sanitiser found in your delivery folder.
- Cover all cuts and abrasions with a plaster.
- If you have any infectious diseases such as Covid, gastroenteritis, influenza or a heavy cold please contact the office as soon as possible so that a replacement can be arranged for your run.



Meals on Wheels™
Camden

Home Visits Safety Checklist

This is a checklist for ensuring safety during home visits. Please review monthly.

Before going to the client's home:

- ☐ I have a meal run plan or individual current care plan and information about the client and services I am to provide.
- ☐ I know about anyone else expected to be in the home when I visit.
- ☐ I am familiar with safe work procedures. I know how to safely do the tasks for the client.
- ☐ I know what to do in the event of an emergency.
- ☐ I have my mobile phone with speed dial back to the office.

I've checked my work car to see if:

- ☐ Tyres are in good condition and inflated.
- ☐ I have enough petrol for my working day.
- ☐ Lights and indicators are working.
- ☐ The car is clean, registered and insured.

On arrival at the client's home:

- ☐ I park on the street in preference to the driveway, unless I am taking the client out.
- ☐ I ensure nothing valuable is left visible in my car when I am parked.
- ☐ I check the person answering the door is the client. If not, I check the client is home before entering.
- ☐ I look for signs of aggression, potential violence, weapons, and illegal activity.

During the service:

- ☐ I avoid areas in the home where I could be trapped.
- ☐ I never close doors to inside rooms and have a 'planned' escape route for each home.
- ☐ I check equipment and the home for hazards.
- ☐ I check if the client's behavior, demeanor or mobility has changed since previous visits.
- ☐ I watch for signs of agitation with clients and others. I look to see if their faces are red, for fast breathing, yelling, waving of their arms, finger pointing etc.
- ☐ I follow safe work procedures.

Leaving the client's home:

- ☐ I do not offer lifts to clients or to their visitors.
- ☐ I take care to leave and do not complete paperwork or make a call-in front of the home.

After the visit:

- ☐ I am aware I can request extra training so I can safely do my work.
- ☐ I know it is important to report all hazards and 'near misses' particularly for clients with challenging behaviors. I complete an incident notification form and hazard report as soon as possible.

If you have not ticked the box to any of these statements, talk with the CMOW Volunteer Coordinator for support and advice about your safety.

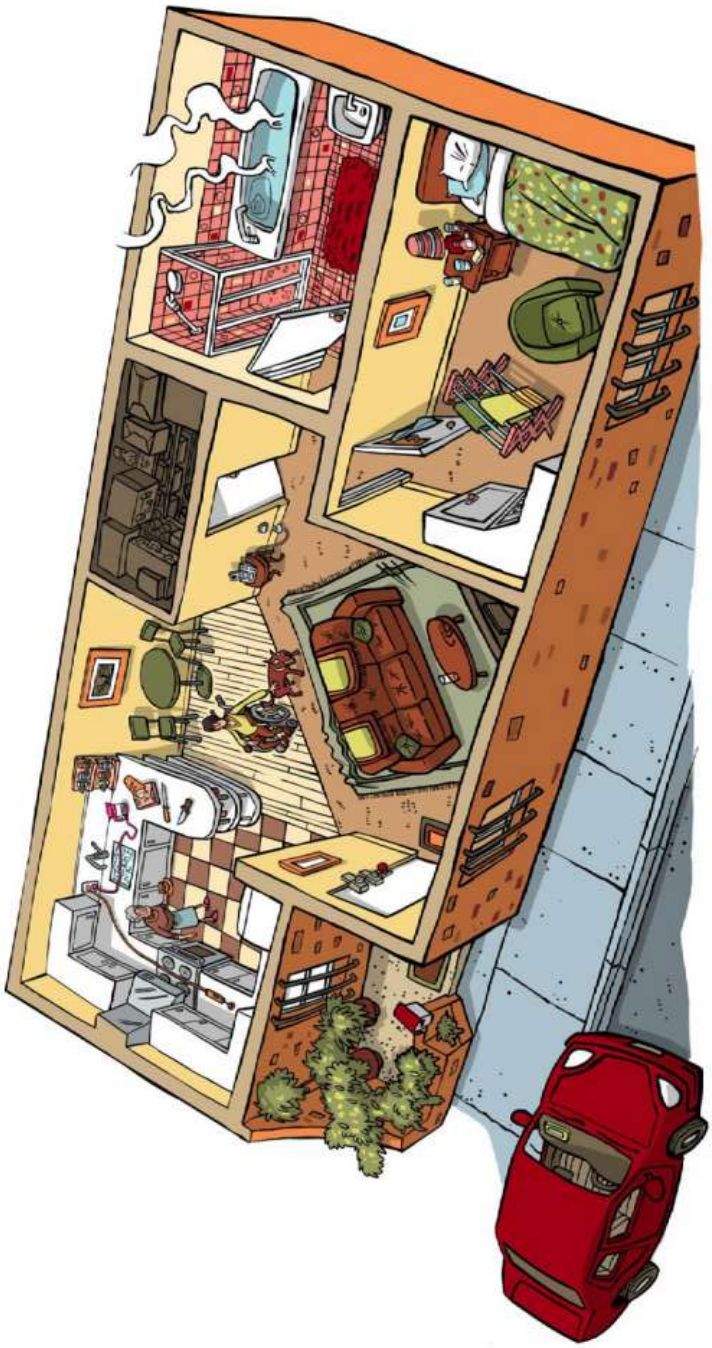
Meals on Wheels™
Camden

How many hazards can you find?

NSW GOVERNMENT

Visit safework.nsw.gov.au
for more information or call 13 10 50

How many hazards can you find?



There are 14 hazards in this home. Can you work out what they all are? Answers are over the page.

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Hazards in the Home

1. Knives and sharps may pose a hazard if not stored securely or used inappropriately (including as a weapon).
2. Electrical cables may pose a hazard if they cross work areas or are exposed to water.
3. Pets and animals may pose a hazard if they have a tenancy for aggressive behaviour and are unrestrained in proximity of workers.
4. Isolated work (including in a person's home) may pose a hazard, particularly if communications are not possible (e.g. telephone disconnected).
5. Poor lighting in a work area can pose a hazard, particularly if work tasks necessitate good visibility.
6. Heavy and bulky items can pose a hazard, particularly if stored on higher shelves.
7. Design of shower support rail.
8. Hot water can pose a risk of burns.
9. The design and layout of a room can be hazardous, particularly if it gives rise to awkward postures or causes access/egress to be obstructed.
10. If medications assist a person to manage behaviour, then nonadherence to the medication regime can pose a risk to the health and safety of workers.
11. The layout of a room (including the placement of furniture) can pose a hazard if it causes obstructed access/egress or if it causes workers to adopt awkward postures.
12. Uneven floor surfaces and unsecured floor coverings can pose a trip hazard.
13. Access and egress are essential to health and safety. Locks from inside (e.g. deadbolts) obstruct egress and can pose a risk to worker health and safety when used while workers are at the premises.
14. Uneven floor surfaces and poorly designed steps can pose a trip hazard.

Meals on Wheels™
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Meal Delivery Procedure

- Bring a sun hat, cold drink, mobile phone and reading glasses.
- Wear comfortable shoes and clothing and your official identification badge. Wear your CMOW Volunteer shirt if provided.
- Arrive at Little Street between 10.30 a.m. and 10.45. Meals will be ready for delivery at 10.45a.m. (Please note: Volunteers do not deliver on Public Holidays.)
- Be on time. To comply with Food Safety legislation, meals must be delivered to clients within two hours of them being taken from the fridge, freezer or oven.
- Deliver meals as per run sheet instructions. Please deliver in the same order as on the run sheet as meals will have been placed in the eskies in order of delivery. Also, our computer software Polixen calculates the shortest distance for each run.
- Please ensure you read the delivery instructions carefully so that the correct meals are delivered to clients. Some clients have special meals and may have allergies or intolerances to certain food groups. It is essential that they receive the correct meal.
- Keep lids closed on eskies as much as possible to keep temperature correct. Hot meals must be kept above 60ºC, chilled meals below 5ºC and frozen meals need to be delivered solid.



- Do not have the next meal on the list out of the Esky until you reach the client's home.
- Knock on client's door and announce that you are from Meals on Wheels. Check instructions on your delivery schedule. You may have to knock loudly and more than once as some people may be hard of hearing, asleep or very slow to reach the door.
- If you are unable to raise the client when you knock on the door, please ring the CMOW office for instructions. Ph: 4655 6822
- Sometimes a client instructs us to leave the meal with a neighbour. If this is the case, there will be instructions on the run sheet.
- **Under no circumstances leave the meal outside the person's home.**
- **CASH PAYMENTS**: CMOW is trying to move away from cash payments. Some clients, however, continue to pay for their meals in cash directly to the volunteer. **All cash payments need to be receipted on the spot using the receipt book in the folder**. If the envelope is sealed, please provide a receipt for the amount noted on

the outside of the envelope. On return to the office please advise the CMOW Volunteer Coordinator, of all cash collected. The CMOW Volunteer Coordinator, will open sealed envelopes and count the cash to ensure correct payment. Any issues will be taken up with the client by a paid CMOW staff member, not the volunteer.

- When you return after your run, please leave the run sheets on the office desk and return the folder to the cupboard. Advise the office of any issues or concerns that might have occurred on your run.
- If you have any meals, desserts or juices left over, please advise the the CMOW Volunteer Coordinator when you return. If you are unable to deliver a meal, office staff may be able to arrange to deliver the meal later in the day.
- Place eskies on the trolley inside the meeting room with lids open.
- The following points are to be reported to office staff immediately on return:
  - If client has any complaints about the service
  - If the volunteer has any concerns about the client's welfare or safety
  - If there are any concerns about quality or quantity of meals
- iPads are available to assist you navigate the run route. Please ask for one of these to be made available to you.
- The delivery will take between 1 and 2 hours. We try to keep runs to no more than 10 clients to give you time to engage with each client for a few minutes.
- To help ensure that meals are kept at the correct temperature, please deliver meals as quickly as possible. Hot meals should be delivered first *where possible*.
- Upon client request, you can leave frozen meals on their kitchen bench or put in their freezer. Should a client ask you to heat one of the frozen meals (you have just delivered) this would be acceptable. However, to maintain food safety and quality, remind the client to consume this heated meal immediately, it should not be refrozen nor eaten later.
- Follow all guidelines for lifting eskies and visiting client premises. Volunteers have a duty of care under Workplace Health & Safety Legislation to ensure that they, other volunteers, employees and clients, are not put at risk by their actions.
- Try to greet each client by name and perhaps ask the client how they are doing and if they are enjoying the meals.
- Do not become involved in family disputes (for your own protection) or pry into personal matters.
- Avoid criticising the client, their lifestyle or their family as well as other CMOW volunteers and CMOW staff whilst in front of the client.
- Never accept money or gifts of any value from clients. It is permitted to accept home grown flowers, fruit and vegetables.

- Volunteers are not to make private arrangements directly with clients. All client requests are to come through the CMOW office.

Note: upon application, full Meal Delivery position description is provided in CMOW Vol 007 document

Arrive at Little Street between 10.45 a.m. and 11.00 a.m. Meals will be ready for delivery at 11 a.m.

Keep lids closed on eskies as much as possible to keep hot meals hot and frozen meals solid.

Never leave the meal outside the person's home. Call CMOW on 4655 6822 to receive instructions.

Meals on Wheels™ Camden

Social Support/Transport Procedure

- Bring a sun hat, cold drink, mobile phone and reading glasses.
- Wear comfortable shoes and clothing and your official CMOW identification badge. Wear your CMOW Volunteer shirt if provided.
- Arrive at the client's home at the allocated pick-up time. (The allocated time pick up time and transport details are provided to you in advance by the CMOW Volunteer Coordinator when confirming the transport job with you).
- Knock on client's door at the allocated pick-up time and announce that you are from Camden Meals on Wheels. You may have to knock loudly and more than once as some people may be hard of hearing, asleep or very slow to reach the door.
- Try to greet each client by name and perhaps ask the client how they are doing.
- If you are unable to raise the client when you knock on the door, please ring the CMOW office for instructions. Ph: 4655 6822
- Transport the client to their doctor's appointment, shopping etc. Volunteers are encouraged to remain with the client whilst shopping, however, that may depend on what the client wants and/or the client's mobility. It is preferred that the volunteer waits in the doctor's reception area whilst the client sees their doctor.
- Volunteers usually spend between 2-3 hours during social support/transport requests.
- Do not become involved in family disputes (for your own protection) or pry into personal matters.
- Avoid criticising the client, their lifestyle or their family as well as other CMOW volunteers and CMOW staff whilst in front of the client.
- Never accept money or gifts of any value from clients. It is permitted to accept home grown flowers, fruit and vegetables.
- **CASH PAYMENTS**: CMOW is trying to move away from cash payments. Some clients, however, continue to pay for their social support/transport needs in cash directly to the volunteer. **All cash payments need to be receipted on the spot using the receipt book in the folder**. If the envelope is sealed, please provide a receipt for the amount noted on the outside of the envelope. On return to the office please advise the CMOW Volunteer Coordinator of all cash collected. The CMOW Volunteer Coordinator will open sealed envelopes and count the cash to ensure correct payment. Any issues will be taken up with the client by a paid CMOW staff member, not the volunteer.
- Volunteers are not to make private social support/transport arrangements directly with clients. All client requests are to come through the CMOW office.
- If you transport a client to a coffee shop/café etc, do not allow the client to pay for you.

Note: upon application, full Social Support/Transport position description is provided in CMOW Vol 009 document.

Meal Mates Procedure

- Bring a sun hat, cold drink, mobile phone and reading glasses.
- Wear comfortable shoes and clothing and your official CMOW identification badge. Wear your CMOW Volunteer shirt if provided.
- Arrive at the client's home at the allocated time. (The allocated time is provided to you in advance by the CMOW Volunteer Coordinator when confirming the job with you).
- Knock on client's door at the allocated time and announce that you are from CMOW Meals on Wheels. You may have to knock loudly and more than once as some people may be hard of hearing, asleep or very slow to reach the door.
- Meal Mates volunteers should spend an hour or two over lunch talking with the client.
- Volunteers should observe client for wellbeing issues or illness. (inform the CMOW Volunteer Coordinator of any concerns regarding the client's health and wellbeing ensuring client confidentiality is respected. Additionally, report any hazards or incidents observed.
- Never accept money or gifts of any value from clients. It is permitted to accept home grown flowers, fruit and vegetables.
- **CASH PAYMENTS**: CMOW is trying to move away from cash payments. Some clients, however, continue to pay for their social support/transport needs in cash directly to the volunteer. **All cash payments need to be receipted on the spot using the receipt book in the folder**. If the envelope is sealed, please provide a receipt for the amount noted on the outside of the envelope. On return to the office please advise Kelly, CMOW Volunteer Coordinator, of all cash collected. Kelly, CMOW Volunteer Coordinator, will open sealed envelopes and count the cash to ensure correct payment. Any issues will be taken up with the client by a paid staff member, not the volunteer.
- Volunteers are not to make private arrangements directly with clients. All client requests are to come through the CMOW office.

Monitoring Clients' General Health and Wellbeing

The monitoring of a client's physical and emotional wellbeing is integral to the Meals on Wheels' service model. This needs to be done respectfully and in keeping with the client's privacy.

The signs to look for:

- changes in mobility
- weight loss.
- increased levels of confusion, emotional distress or depression

- heightened irritability or aggressiveness
- signs of declining personal hygiene and grooming
- declining levels of tidiness, cleanliness and household hygiene
- uneaten meals or out of date food in the refrigerator
- indications of physical, emotional or financial abuse.

If you observe that something is not quite right with a client, please advise a CMOW staff member on your return to the office.

CMOW staff and volunteers are not usually trained health practitioners. They are not required to 'diagnose' or pre-suppose physical or mental health conditions. However, the familiarity brought about by establishing a relationship and regular social connection makes us uniquely placed to:

- Observe both sudden and subtle physical and behavioural changes.
- Be trusted by the client to reach out if they're not feeling well or struggling to cope.

Heat Related Illnesses

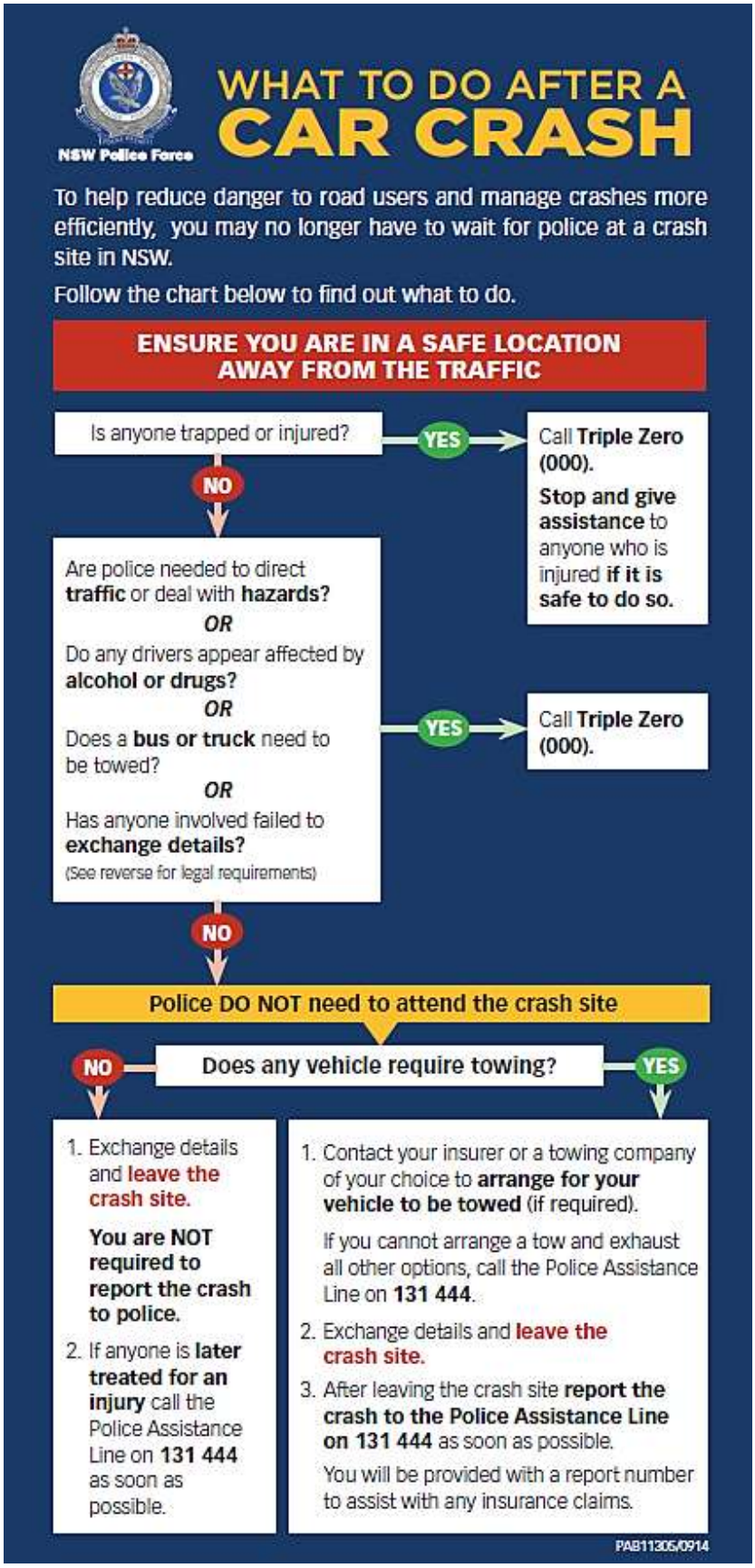
On very hot days, people over the age of 65 years, especially those living alone, are at increased risk of becoming dehydrated and of heat-related illnesses. Please remind customers of the importance of hydration on hot days. Drinking small sips of water frequently is beneficial.



If you think a client is at risk of dehydration, please advise CMOW staff.

Meals on Wheels™
Camden

NSW Police Force: What to do after a CAR CRASH



Our clients

Eligibility

Services from Camden Meals on Wheels are available to those people funded by the Australian Government under the Commonwealth Home Support Program (CHSP) and Support at Home Package (SAH) with eligibility determined by *My Aged Care* assessment.

Meals on Wheels is available to carers of older people or those with a disability. The Carer Gateway is a new national website and phone number to help carers access information and advice and connect with services in their local area. It is the first stage of the Australian Government's Integrated Plan for Carer Support Services. Carers can use the Carer Gateway online at **www.carergateway.gov.au** or by calling 1800 422 737 (Monday to Friday, 8am to 6pm).

Meals on Wheels is also available to people with a disability and those who are not eligible for funding assistance, but who wish to purchase meals on a full cost basis.

Fees

Clients are asked to contribute to the cost of the ingredients of meals in line with the national *CHSP Client Contribution Framework*. This price varies between services and clients can negotiate their contribution with the service if financially disadvantaged.

Clients' Rights

As a Registered Provider of aged care services, CMOW is required to uphold the rights of all people who receive our services. Volunteers play an important part in ensuring these rights are respected in everyday interactions.

The Statement of Rights, introduced in the Aged Care Act 2024, helps make sure clients are always at the centre of their own care and support.

CMOW understands that each client has rights which must be upheld by the organisation. They also have responsibilities which they must be aware of. CMOW will ensure that the **Statement of Rights** is displayed in our premises and is furthermore provided to all clients upon initial intake/entry to the service. Additional information on the Statement of Rights can be located via the agedcarequality.gov.au website.

Advocacy

An advocate is a person who (with consent) 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 Camden 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 Meals on Wheels.

Photographs

CMOW sometimes uses client photos for promotional purposes. We only use photos when the client has provided and signed the CMOW consent form. We occasionally ask volunteers to take photos of our clients using a CMOW iPad. If this is the case, always ask permission of the client just prior to taking the photo.

If permission is not granted, please do not take the photo.

Tips for supporting people who have dementia.

Sometimes you will have to deal with people with dementia, who may be looked after in their homes by carers. The following tips may assist you:

- Always identify yourself, say hello and that you are here with lunch. Be absolutely clear.
- Say “I have brought your lunch” rather than “Meals on Wheels” here.
- Be friendly and cheerful.
- Speak gently and clearly but don’t shout.
- Don’t talk down to the person.
- Explain what you are doing.
- Make statements regarding the meal such as “This stew smells really good.” rather than a question such as “Doesn’t this meal smell good?”
- Stand in front of the person when you speak. They may be alarmed if you stand behind them where they cannot see you.
- Listen to what the person is saying and pick up on past conversations.
- Give compliments or praise.
- Use supportive body language.
- Some clients may be supported by removing the lid from the meal, putting it at the table with cutlery and encouraging them to sit and eat the meal.

Maintaining Personal and Professional Boundaries

Personal boundaries are the physical, emotional and mental limits people use to protect themselves from being drawn too much into their clients’ lives and from being manipulated or violated by others. Without setting personal boundaries, workers can run the risk of getting too involved in clients’ issues and wanting to ‘rescue’ their client from their situation. While workers cannot rescue their clients, they can work with clients to help them achieve their goals, which may include supporting them to change their situation.

Professional boundaries are the legal, ethical and organisational frameworks that protect both clients and workers from physical and emotional harm and help to maintain a safe working environment. Sometimes we encounter challenging situations which can make maintaining these boundaries difficult. For example, if a client offers you gifts, invites you to a social function or perhaps wants to extend your relationship beyond the service

provided. In these situations, workers need to be clear and assertive with clients about the boundaries and their role. Do not give your private mobile/ home phone numbers to Client's. All correspondence should be conducted through the administration team at CMOW on 46556822.

Meals on Wheels™ Camden

What to do if…

A Client has a fall.

- **DO NOT MOVE** the client. Try to make the person as comfortable as possible and cover with a blanket or whatever you can find.
- **Call 000**
- Call CMOW Staff on 4655 6822.
- Stay with or find someone else to stay with the client until the ambulance has arrived.
- Comfort and keep both client and yourself calm.
- **Advise Office Staff of what action has been taken**.
- If the person has broken a hip or limb and he/she is moved chances, are it will make the break worse as well as causing pain. Ambulance personnel know how to lift a patient without causing undue pain to the patient and injuring the back of the lifter.
- Complete an Incident Report on your return to CMOW's premises.

A Client is sick.

- Call 000 if serious.
- Call Office Staff on 4655 6822. Staff will contact the person's next of kin.
- Make client as comfortable as possible until help has arrived.
- Complete an Incident Report on your return to CMOW's premises.

A Client has passed away.

- Please call 000 immediately
- Call CMOW' office on 4655 6822 and follow instructions.
- Wait for an ambulance to arrive or someone from the office.
- Complete an Incident Report on your return to CMOW's premises.

A Client is aggressive.

- If you are feeling threatened by a client remove yourself from the property as quickly as possible. Return to your car and phone CMOW Office Staff on 4655 6822 for advice.
- Do not challenge or threaten the client by tone of voice, eyes or body language.
- Do not argue with or yell at the client.

It can be very distressing to find someone in any of the above situations. Counselling is available through CMOW if you require this.

Privacy and Confidentiality

CMOW is committed to the *Privacy Act* 1988 and Australian Privacy Principles (2014). Information collected is used only for the completion of a specific project and not for any other purpose.

In the course of your work, you will be privileged to learn about people's lives and some people will disclose personal information to you as a Volunteer. As a volunteer you must ensure that you respect the right of each individual to privacy and confidentiality. You will be required to sign the Code of Confidentiality agreement and adhere to this.

Code of Confidentiality

- The Volunteer shall not at any time during the period of employment, tenure or after termination of employment except as required by law or as necessarily required by the Business:
- Directly discuss with any client or former client of the Business or divulge any information concerning any client or former client to any person.
- Directly or indirectly discuss with any worker, paid or volunteer, or former worker, paid or volunteer or former worker, paid or volunteer of the Business or divulge any information concerning any worker or former worker, paid or volunteer, to any person.
- Directly or indirectly discuss CMOW business or divulge any information concerning the Business to any person.
- Disclose information marked or instructed as "confidential" or to a similar effect.
- Share information, which if disclosed to third parties, could or might cause the Business loss or damage (including reputation).
- Disclose financial information regarding accounts, income, debts, profits, salaries/wages, assets and liabilities and bad debts.
- Disclose supply and service information regarding goods and services supplied, the name and address of clients and customers.
- Reveal marketing information regarding details about the position of the Business in the marketplace or segments of the marketplace, Personnel information regarding personal or medical histories, compensation, terms of employment.
- Disclose strategic information regarding the goals and plans of the Business including but not limited to target markets, target segments of market, plans regarding premises.
- Disclose tender information regarding the methods by which calculations are made regarding the amounts contained in the tenders, the methods by which tenders are prepared and the information contained in these tenders.
- Reveal procedures/processes or systems relating to the operation of the Business.
- Failure to abide by all or any of the above may lead to disciplinary action up to and including dismissal from the Business.

Incident Reporting

All incidents and near misses are required to be reported to a staff member of CMOW. An Incident Report will need to be completed. Please ask a staff member to assist you with this.

An incident is an event or chain of events which has or could cause injury, ill health, and/or damage (loss) to people (clients, volunteers, staff), assets or reputation.

From a **WHS perspective**, all incidents need to be reported and investigated so that control measures can be adjusted as required.

From an **Aged Care Quality Standards** perspective all providers of aged care services are required to have an Incident Management System in place to respond to an incident, mitigate its impact, and understand its cause to prevent recurrence. Incident management and prevention responsibilities apply to all incidents that occur in connection with the provision of care to clients, including near misses, alleged and suspected incidents.

Serious Incident Response Scheme

As a provider of aged care services CMOW is also required to participate in the Serious Incident Response Scheme (SIRS)**. An incident is only reportable to the Aged Care Commission if it occurred during the provision of service**. The SIRS has two priority categories:

> ***Priority 1*** are the most serious of incidents including death of a client, a major psychological or physical injury or sexual abuse, and are required to be reported within 24 hours.
>
> ***Priority 2*** incidents include abuse, the use of force and neglect and are required to be reported to the Aged Care Commission within 28 days.

Camden Meals on Wheels is responsible for reporting under the SIRS.

Whistleblower policy

CMOW has developed a Whistleblower Policy to ensure that anyone can safely report serious misconduct or breaches of law, policy, or ethics without fear of retaliation or negative consequences. A copy of the CMOW Whistleblower Policy is available upon request.

Volunteers, staff, and committee members are encouraged to speak up if they become aware of conduct that may be illegal, unethical, unsafe, or contrary to our values.

You can make a disclosure anonymously, preferably in writing, by:

• Emailing CMOW at admin@camdenmow.org.au

• Writing to the CMOW Whistleblower Protection Officer (Unit 1, 18c Little Street, Camden, NSW, 2570)

• Submitting a form through the CMOW website (www.camdenmealsonwheels.com.au)

Where possible, please include details such as:

• The nature of the alleged breach or misconduct

• The person or people involved

• The facts that support your concern

• Any known evidence or information that could assist in investigating the matter

Disclosures made in good faith are protected under the Aged Care Act 2024 and the Corporations Act 2001, meaning We will take all reasonable steps to protect your identity and ensure you are not disadvantaged for speaking up.

We will not tolerate any form of retaliation, disadvantage, or mistreatment against anyone who raises a concern or makes a report in good faith. Anyone found to have victimised or penalised a whistleblower will be subject to disciplinary action.

If the matter you wish to raise relates to workplace safety, service feedback, or a personal grievance, it may be more appropriately managed under the Work Health and Safety, Feedback and Complaints, or Grievance policies.

These procedures do not authorise anyone to disclose information to the media or social media. Protections apply only to disclosures made through the proper channels outlined above.

Feedback and Complaints

CMOW encourages feedback from clients, volunteers, staff and stakeholders as a way of continuously improving the business and the service we provide. Continuous improvement is a focus of the organisation, and the following procedures ensure feedback and complaints are listened to and managed appropriately:

- Feedback forms
- Annual surveys
- Complaints procedure
- Continuous improvement register
- Complaints register.
- Incident records

Volunteers are encouraged to provide ongoing and regular feedback to the CMOW Volunteer Coordinator. Feedback and/or complaints can also be provided at regular volunteer meetings. If you have a concern or complaint which you cannot discuss with the CMOW Volunteer Coordinator, you can put this complaint in writing marked Private and Confidential to the Camden Meals on Wheels President.

Meals on Wheels™
Camden

Aged Care Quality Standards

As a provider of aged care services, CMOW is required to comply with the 7 Strengthened Aged Care Quality Standards. Organisations are required to demonstrate performance on an ongoing basis. The Australian Government may take action when providers do not comply.

Staff and volunteers of CMOW are required to be familiar with the quality standards and provide support that aligns with these standards.



For further details about these Quality Standards, please go to
https://www.agedcarequality.gov.au/providers/standards

Please note that at some stage Camden Meals on Wheels may be assessed by the Aged Care Quality Commission to ensure we are meeting the quality standards and delivering safe, quality services. Staff and volunteers may be interviewed about their understanding of the quality standards as part of the audit.

Meals on Wheels™
Camden

We extend our gratitude to you for your generosity and support of our service. Without people like you, it would be impossible to continue. We thank you for your community spirit and hope you enjoy being part of our team.

