

As a Meals on Wheels client you have the right to have an Advocacy Service speak to our Service on your behalf.

The Advocacy Service:

- Informs a person of their rights.
 - Helps a person retain their rights and recognize their responsibilities.
 - Provides information.
 - Explores the options that are available.
 - Links a person with appropriate services.
 - Investigates grievances and follows up complaints.
 - Helps a person to help him or herself.
 - Speaks on behalf of a person when they want them to do so.
- If you feel you need the support of an Advocacy service please contact 1800 818 338 for assistance.

Remember: You can always discuss the service you receive with the Coordinator.

We welcome any suggestion you may have to improve our service.

Handy Contacts For You

If you have any queries, complaints, or Compliments regarding the service you receive please phone:

Judy Mole (07)46513346

Or

If you are not going to be home when your meal is delivered please phone:

Aramac HACC(07) 46513346

We encourage comment from our client on the Meals on Wheels Service we provide.

We suggest that you leave this pamphlet near your telephone for handy reference.



Phone: 4651 3346 Fax: 4651 3442

Mobile: 0427 465134

Address: PO Box 65 Aramac 4726

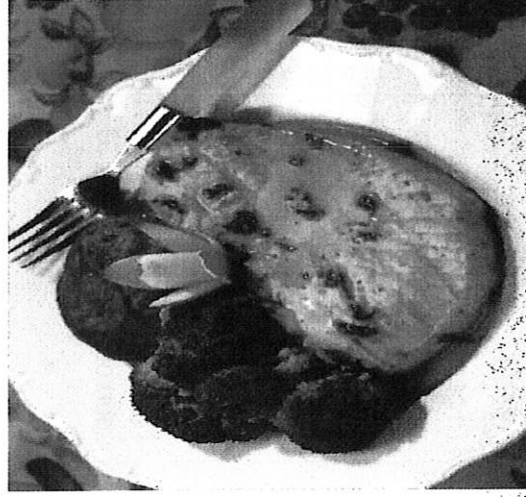
Email: judym@barcaldinerc.qld.gov.au

Office Hours: 8:30am – 3:30pm

Welcome To

ARAMAC

Meals On Wheels



"Meals on Wheels" is a community service to people who are frail aged, younger people with disabilities and their carers.

The purpose of the meal service is to enable people to continue to live comfortably in their own home.

Volunteers deliver meals to your home.

Our Service provides:

HOT SOUP / SALAD

MAIN COURSE

SWEETS

Sandwich

JUICE / FRUIT

Meals can be provided to meet Dietary requirements.

All meals are contained in hygienic, disposable containers.

HOW MUCH WILL THE SERVICE COST?

There is a set fee of \$6.50 per meal.

This is payable to the Coordinator on fortnightly collection.

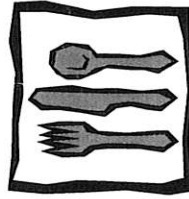
MEALS ARE DELIVERED ON PUBLIC

HOLIDAYS

(This excludes Christmas Day)

Meals are delivered seven days per week.

MONDAY—SUNDAY



If you are not going to be at home when the meal is delivered, it is your responsibility to advise Meals on Wheels the previous day, so an alternative arrangement can be made.

As a "Meals on Wheels" client, YOUR responsibilities are as follows:

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

As a "Meals on Wheels" client, YOUR rights are as follows:

- To express your concerns about the service without fear of losing the service.
- To have your complaints dealt with fairly and promptly.
- To be represented by an advocate of your choice.
- To be assessed to receive meals without discrimination.
- To have your dietary requirements met.
- To privacy and confidentiality. No information about you will be provided to anyone outside the service without your permission.
- To view any information about you held by the Service.