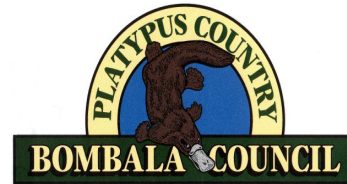


BOMBALA COUNCIL COMMUNITY SERVICES

A Home and Community Care Service



Meals on Wheels

Meals on Wheels is managed by Bombala Council Community Services and provides wholesome meals to people who are frail aged, elderly or people with disabilities and their carers who need additional support to enable them to live comfortably in their own homes and who are no longer able to shop and prepare their own meals.

The service covers the town of Bombala and up to seven kilometres from town limits. Delegate Meals on Wheels service covers the Delegate township only at this stage, however, if need exists these arrangements can be reviewed by contacting the Community Services Manager.

How does the service operate?

Meals on Wheels is a program managed by Bombala Council Community Services (BCCS) and the day to day operations are carried out by a mixture of paid staff and volunteers.

Fresh meals are supplied from the kitchens at the Bombala Hospital and the Delegate Multi Purpose Service. Frozen Meals are stored and are available through BCCS for clients who require meals on the weekend, or clients who have a preference for frozen meals over the freshly prepared meals.

Note: Delegate Meals on Wheels Service will not operate on Public Holidays. Frozen meals can be provided on these days upon request.

Special diets are catered for such as fat or salt reduced, diabetic etc. You will be asked with regard to any special dietary requirements when you are assessed.

Fresh Meals are delivered from Monday to Friday at approximately 12.00. Frozen meals are delivered or can be picked up at the Community Centre, 163 Maybe Street, Bombala and individual requirements with regard to the delivery, or otherwise, of these meals will be discussed when your service is arranged.

Who can we assist?

The Program assists people in the target group who need basic maintenance and support services to continue living in the community with dignity.

- (a) Older and frail persons, with moderate, severe or profound disabilities;
- (b) Younger persons with moderate, severe or profound disabilities; and
- (c) The carers of persons specified in (a) and (b) above.
- (d) Special Needs Groups - within the overall Home and Community Care (HACC) target population there are several groups that find it more difficult than most to access services. These are people with cultural or other special needs such as
 - People from culturally and linguistically diverse backgrounds;
 - Aborigines and Torres Strait Islanders;
 - People with dementia;
 - Financially disadvantaged people; and
 - People living in remote or isolated areas.

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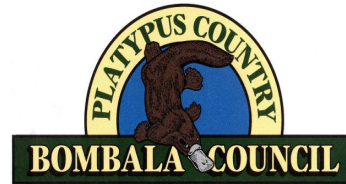


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How do I obtain assistance?

Please contact Bombala Council Community Services (BCCS) on (02) 64584620. You can also be referred by other services/agencies and people like the Community Nurses.

The Community Services Manager will arrange to visit you (normally in your own home) and assess your needs. If BCCS is not able to assist you, you will be advised of other available services that you may be able to access.

Reviews are carried out when time permits to see if your need for service has changed. If you feel your needs have changed please contact the Community Services Manager.

What is the cost?

Cost is dependent on people's capacity to pay, however, a client contribution is requested – this contribution allows the service to assist in providing services to the Home and Community Care (HACC) client group and ensures that we can continue to provide these activities. Fees for service are listed in Bombala Council Community Services Consumer Handbook.

What if I'm not happy with the Service Provided?

We aim to provide a high quality service, so we would like to know if you have any concerns with the service.

Your service will not be stopped if you complain.

If you are not happy with the service you have received please contact the Community Services Manager by phone (02) 64584620 or in writing.

What are your Rights?

- To be treated with courtesy and respect by Bombala Council Community Services (BCCS).
- To be informed about what services are available from this Agency and other Agencies.
- To choose what service(s) you will receive depending on eligibility and availability.
- To be assessed and to receive services without any personal judgement.
- To refuse service.
- To privacy and confidentiality. You can expect that no information about you will be provided to anyone else outside of BCCS without your consent (except where you or someone else is at risk if information is not shared). Clients have access to all personal information held by the service according to all the relevant legislation and upon request.
- To complain or express your concerns about a service without fear of losing the service or suffering any recriminations.
- To have any complaints dealt with fairly and promptly.
- To be represented by the advocate of your choice.
- To appeal any decision that has been made.
- To have service provided in a safe manner, which respects your dignity and independence and that is responsive to your social, cultural and physical needs and the needs of your carer.
- To decide on an individually suitable and appropriate care plan in consultation with the Manager and to be given a written care plan of your services.
- To receive quality services.
- To be advised regarding the fees for the service, how they are determined, commitment to provision of services regardless of capacity to pay and be offered the opportunity to negotiate

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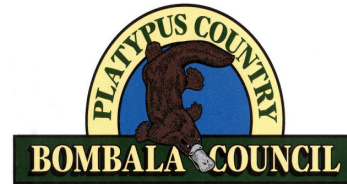


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based on inability to pay. And to be provided, as appropriate, with information on the service's policies and procedures.

- To be treated and accepted as an individual and to have your individual preferences and lifestyle choices taken into account.
- To remain and be encouraged to remain as independent as possible.
- To accept responsibility for your own actions, even though this may involve an element of risk.
- To maintain control over, and to continue to make decisions about the aspects of daily care.
- To continue to have access to community care and activities available generally in the community that take into account lifestyle choices and culture, linguistic spiritual and religious choices.
- To freedom of speech.
- To attend any Advisory Committee meetings (Bombala Home and Community Care Advisory Committee) and to be encouraged to constructively comment on service operations.

What are your Responsibilities?

- To act in a way which respects the staff and/or volunteers of the service and to provide staff and/or volunteers with relevant information necessary to arrange service/s which best meet individual needs and which can be provided with safety.
- To take responsibility for the decisions you make.
- To let the Manager know if you or the person you care for will not be at home when a visit or service is arranged, if unable to keep an appointment at the office, if transport arrangements change, etc.
- To inform BCCS of any changes in your information or situation if appropriate to service being received e.g. change of address, do not require service any longer, going to hospital or other care arrangements including changes in circumstance relative to need, health or mobility.
- To give feedback and inform BCCS of any concerns.
- To play a part in assisting BCCS to provide you with the appropriate provision of services.
- To provide a safe environment for staff and/or volunteers e.g. free from harassment, free from smoke and free from unrestrained animals.
- To care for your own health and wellbeing as far as you are able.
- To honour verbal or written service provision agreements, e.g. payment of fees.
- To voice concerns or make complaints about service delivery as soon as problems arise so they can be resolved quickly and without disruption to service.
- Recognise that it not acceptable for staff or volunteers working for BCCS to accept gifts or items of monetary value from clients.

Who is the Program Auspiced by?

The Program is auspiced by the Bombala Council who receive funding from the National Home and Community Care Program, which is jointly funded by the Commonwealth & State Government.

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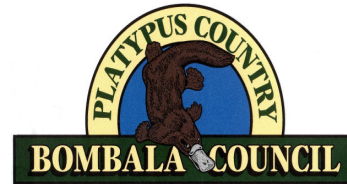


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How do I contact Bombala Council Community Services?

Bombala Council Community Services is located at the Community Centre.

Physical Address

Community Centre
163 Maybe Street
BOMBALA NSW 2632

Mail

Post Office Box 105
BOMBALA NSW 2632

Business Hours

Physical Office Hours: 12.45pm – 4.30pm Monday to Thursday.
Phone Hours: 8.00am - 4.30pm Monday to Friday.

Phone

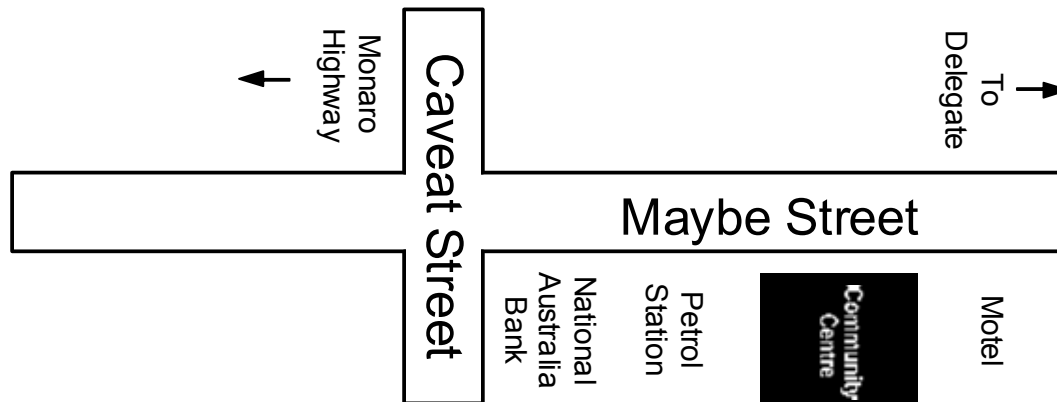
(02) 64584620

Fax

(02) 64584576

Email

bccsadmin@bombala.nsw.gov.au



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