



Meals on Wheels
Tamworth

Consumer Handbook

Tamworth Meals on Wheels

02 6765 8999

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info@mow.org.au



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Welcome

Tamworth Meals on Wheels will deliver nutritional meals to your own home, to suit your needs and requirements. As well as this, Meals on Wheels provides a chat and welfare check at each delivery which will assist you to remain independent and socially connected in your community. We provide **much more than just a meal!**

Our organisation is required to follow strict food handling regulations, and this ensures that meals are of the highest quality. We offer a large choice of meals, and you may choose from a variety which will be delivered to your door.

Our professional team of staff and volunteers will listen to you and assist you to work with My Aged Care's support plan which focuses on your personal wellness and reablement goals. Our aim is to ensure that each person is able to achieve optimum health and see improvement in quality of life.

This handbook will provide an outline of Tamworth Meals on Wheels and is available on our website (www.mow.org.au). Please speak with staff if you have any questions or concerns.

CHSP Funding Acknowledgement

Although funding for this service has been provided by the Australian Government, the material contained herein does not necessarily represent the views or policies of the Australian Government.

History

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 70 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 Tamworth, Meals on Wheels commenced in 1963. The organisation is currently managed by a committee, comprised of 9 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. The organisation also engages volunteers to assist in meal delivery and kitchen prep.

Values

- Tolerance
- Patience
- Empathy
- Safety
- Client centered
- Client driven
- Value for money
- Safe meal customization
- Volunteering support

Eligibility

Meals on Wheels is funded by the Australian Government under the Commonwealth Home Support Program (CHSP) and eligibility is determined by My Aged Care. My Aged Care is the national entry point.

To be eligible for funded aged care services under section 58 the Act, a person must have care needs and be:

- Aged 65 years or over, or an
- Aboriginal and Torres Strait Islander person aged 50 years and over, or be
- Homeless, or at risk of homelessness, and aged 50 years and over.

Contact My Aged Care on www.myagedcare.gov.au or 1800 200 422.

Meals on Wheels is also available to people with a disability, eligibility for disability programs is determined by the National Disability Insurance Scheme. Vulnerable people in our community who are not eligible for funding assistance may purchase meals on a full cost basis.

Carers

Carers seeking support can contact The Carer Gateway, a national website and phone number to help carers access information and advice and connect with services in their local area. 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 and Delivery

Meals on Wheels will confirm we have all details correct at the initial assessment to ensure your meal is suitable (or as required) upon delivery. All the fresh meals are customised to your needs and wants using personalised labels. Meals on Wheels operates off a 2-week rotating menu that is changed every 6 months, Summer and Winter.

Meals on Wheels delivers chilled and frozen meals Monday through to Friday. All deliveries are completed either by a volunteer or staff member. Deliveries generally occur between 8am and 10.30am in Tamworth and 10am to 12pm in Kootingal and Moonbi. Meals should either be placed in the fridge or freezer immediately.

No meals are able to be left unattended, in an esky or cooler bag. If you are not able to be home for your scheduled delivery please notify the Meals on Wheels office to make other delivery arrangements.

Meals can be reheated in the microwave in the container they are received in. Either put some holes in the film or peel the corner off to allow the steam to escape prior to heating the meal. Depending on your microwave the meals can be heated for about 2 ½ - 3 ½ minutes. Chilled meals are best used the same day as delivery.

Meals on Wheels does not operate on public holidays or weekends, however frozen substitute meals can be delivered during the normal weekday deliveries to cover these days.

When 2 meal items are ordered together on the same day from the menu you may receive a complimentary juice when they are available, these are delivered in bulk at the beginning of each week. Alternatively, if you wish to receive juice with your deliveries and have only ordered the one item, they are available at a small cost. If you wish to receive these please speak to one of the staff in the office. Juices will not be available over the Christmas closure period.

Consumer Choice

Meals on Wheels will ensure that all consumers are treated with dignity and respect and are free to make choices about the care and services provided and the way in which they live their life.

Where consumers choose to take risks, they will be informed about risk and the consequences and encouraged to be independent and empowered to make choices. Information provided to consumers will be current, accurate and

communicated in a way which supports understanding. Meals on Wheels is committed to a culture of inclusion, acceptance and respect and will support consumers to exercise choice and control. Meals on Wheels will ensure that consumers emotional, spiritual and psychological wellbeing is considered and maintained throughout the use of the service.

Cancellations

We understand your circumstances may change, therefore please let us know straight away if you no longer need your meal service by calling the office on 02 6765 8999. You may be required to pay for your meal if you give less than 2 days notice.

If you are aware that you will not be home for delivery on a certain day, please phone the Tamworth Meals on Wheels office on 02 6765 8999 and we can either cancel the delivery or arrange it for another time.

Non-Response to a Delivery

Deliveries are unable to be left unattended and will be brought back to the office to be followed up for delivery later in the day. If a Meals on Wheels volunteer or staff member is unable to raise a response for your scheduled delivery, we will follow the emergency protocol discussed in your initial assessment. The delivery person will try to phone you in the first instance and if they do not get a response, they will contact the Meals on Wheels office for additional instructions. The Meals on Wheels staff will then take further action until a response is received or your whereabouts is confirmed.

Client Decrease Protocol

Meals on Wheels has an obligation to monitor your mental and physical health while delivering your meals. Where a staff member or volunteer notices a decline in your health or food intake any of the following options may be taken:

- Staff may contact you.
- Staff may organise to conduct a review.
- Staff may contact a family member or advocate.
- Meals on Wheels may notify the consumers other service providers.
- Meals on Wheels may request a new Aged Care assessment through My Aged Care.
- In extreme circumstances emergency services may be contacted.

Your preferences for this procedure will be documented during your initial assessment and reviews.

Healthy Eating

Healthy Eating When You're Older

As we get older we often need fewer kilojoules because we are less active than when we were younger. However, we still need a similar amount of nutrients, sometimes more. For example, as we age our requirement for calcium increases and we need extra serves of low fat milk, yoghurt and cheese.

This means our choices must be nutrient dense but not energy dense and we should be careful to choose discretionary foods only occasionally as these are higher in kilojoules.

Dietary Guideline 1

To achieve and maintain a healthy weight, be physically active and choose amounts of nutritious food and drinks to meet your energy needs.

- Older people should eat nutritious foods and keep physically active to help maintain muscle strength and a healthy weight.

Achieving and maintaining a healthy weight can help older people keep more active, manage their health problems better and live life more. The best way to do this is to try to follow the recommended number of serves from the Five Food Groups, avoid extra serves and discretionary food and drinks.

However we also know that people who are over 65 often have better health if they carry a little extra weight and have a slightly higher body mass index. Sometimes too, people with chronic health problems can put themselves at risk of malnutrition by restricting what they eat. If you are unsure about the benefits of losing extra weight, talk to your health professional.

Dietary Guideline 2

Enjoy a wide variety of nutritious foods from the five food groups every day.

Circumstances, health problems, budgets and eating issues can mean that our range of foods gets smaller as we get older. However it remains important to eat widely from all the food groups to make sure we get the nutrients we need. Trouble shooting and a few tips can keep a wide variety of foods in our meals and snacks. If your budget is more limited, plan well, use what's available and buy only what you need. If you're cooking for one, collect some healthy, but quick and easy ideas and try to organise to eat regularly with friends or family. If nuts, grains and hard fruits and vegetables are a problem for your teeth, go for milled whole grains, soft cooked and canned fruits and vegetables and nut pastes.

Be careful to follow food safety guidelines, because food borne illnesses can hit older people particularly hard.

Dietary Guideline 3

Limit intake of foods and drinks containing fat, added salt, added sugars and alcohol.

It's always good to limit saturated fats, added salt, added sugars, alcohol and low fibre choices for good health. However older people are also more likely to be living with a chronic disease and part of their self-management might involve careful attention to choosing foods. Sometimes though, limiting fats, added salt and added sugars can mean a person who is at risk of malnutrition, actually eats too few nutrients and kilojoules and can put themselves at risk. For some people it's not straight forward and they need to talk to their health professional about the benefits and risks.

Older people can also find that they need to eat more high fibre foods and drink more water to avoid constipation as bowels tend to slow down with age.

Recommended Number of Serves for Adults

The dietary patterns in the table below provide the nutrients and energy needed by all men and women of average height with sedentary to moderate activity levels. Additional serves of the Five Food Groups or unsaturated spreads or discretionary choices are needed only by adults who are taller, more active or in the higher end of a particular age group, to meet additional energy requirements.

Recommended average daily number of serves from each of the Five Food Groups*						Additional serves if taller or more active
	Vegetables & legumes/ beans	Fruit	Grain (cereal) food (mostly wholegrain)	Lean Meat, poultry, fish, eggs, seeds, legumes, nuts	Milk, yoghurt, cheese (mostly reduced fat)	Approx number of serves from the 5 food groups
1 Serve =	75 g ½ cup	150g 1 piece	40g Bread ½ cup Rice, porridge, pasta etc 30g breaky cereal	65g Red Meat 80g Poultry 100g Fish 2 Large eggs 170g Tofu 30g Nuts/ seeds	1 cup milk 250g or 2 slices cheese or ¾ cup yogurt	
Men 19-50	6	2	6	3	2.58	0-3
Men 51-70	5.5	2	6	2.5	2.5	0-2.5
Men 70+	5	2	4.5	2.5	3.5	0-2.5

Women 19-50	5	2	6	2.5	2.5	0-2.5
Women 51-70	5	2	4	2	4	0-2.5
Women 70+	5	2	8.5	3.5	2.5	0-2.5
*includes an allowance for unsaturated spreads or oils, nuts or seeds (4 serves (28-40g) per day for men less than 70 years of age; 2 serves (14-20g) per day for women and older men.						

Fees

All consumers must pay for their meal. Tamworth Meals on Wheels is funded for the administration and delivery of meals only. Fees cover the cost of the ingredients and assist the organisation to expand services to others in need and improve service delivery.

If consumers are experiencing financial difficulty and are unable to pay for their meals, they should speak with the Service Manager. Tamworth Meals on Wheels can assist by making referrals for financial assistance and may negotiate or waive the fee in some cases (where possible). NSW Meals on Wheels Association has a short-term, temporary subsidy available for consumers who are financially disadvantaged. This fund is limited and the criteria includes a requirement to get support from a financial counselling service.

Flexible payment arrangements are available, and consumer contributions can be paid via:

- Direct Debit
- Centrepay deductions
- Cash or Cheque
- Eftpos
- Direct Bank Deposit

You may request a receipt upon payment.

Tamworth Meals on Wheels Financial Position

As per the Aged Care Rules 2025, upon request Meals on Wheels will provide you with a clear and simple presentation of the Meals on Wheels financial position and a copy of the most recent statement of the audited account within 7 days. The financial accounts are published on the Australian Charities and Not For Profit Commission (ACNC) annually.

Management and Staff

The role of the Management Committee and Staff is outlined in the Constitution and in the organisation's Policy and Procedures Manual, as well as the structure of the organisation and the delegated lines of authority.

All staff and volunteers undergo a National Police Check every 3 years.

Client 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 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.

These rights are supported by the Code of Conduct for Aged Care, which sets out the expected behaviour 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.

How to make sure your rights are upheld

Meals on Wheels must understand and follow the Statement of Rights. If they don't, you can make a complaint to the Complaints Commissioner.

You can make a complaint online, by phone or by letter. Visit the [Aged Care Quality and Safety Commission website](#) for more information.

If you need support to make a complaint or find information, call the Older Persons Advocacy Network (OPAN) on 1800 700 600.

OPAN has free, independent and confidential advocates to help you.

[Client Statement of Rights](#)

Client 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, recognising 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 behaviour that is aggressive, threatening, or harmful.
- Participate in care planning and service reviews, if appropriate, to help ensure services continue 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.

Aged Care Code of Conduct

Meals on Wheels follows the Aged Care Code of Conduct. The Code outlines 8 behaviours expected of providers, responsible persons and aged care workers. They include:

1. Act with respect for individuals' rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions.
2. Act in a way that treats individuals with dignity and respect and values their diversity.
3. Act with respect for the privacy of individuals.
4. Deliver funded aged care services in a safe and competent manner, with care and skill.
5. Act with integrity, honesty and transparency.
6. Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of funded aged care services.
7. Deliver funded aged care services free from:
 - all forms of violence, discrimination, exploitation, neglect and abuse
 - sexual misconduct.
8. Take all reasonable steps to prevent and respond to:
 - all forms of violence, discrimination, exploitation, neglect and abuse
 - sexual misconduct.

Diversity & Cultural Safety

Tamworth Meals on Wheels will treat individuals fairly, respectfully, and courteously and ensure their freedom from harassment and bullying. Meals on Wheels will ensure that employees, volunteers, and consumers enjoy equal opportunity without any barriers due to their differences.

We are committed to making our services accessible to all clients. If you have communication needs, such as requiring form/and documents in a different language, large print, or easy-to-read format, or if you need an interpreter or support person to help you understand your rights and services, please let us know. We will work with you to ensure you can access information, make informed decisions and participate fully in your care and support, in a way that respects your culture, language, preferences and abilities.

Meals on Wheels will ensure when engaging with all individuals that their cultural preferences are researched and considered and actioned on to provide a safe environment for all. Meals on Wheels will ensure it understands how culture shapes each individual and their engagement in the community to guarantee the service is meeting their needs. Meals on Wheels will ensure to adapt inclusion into the service and ensure all people are respected and appreciated.

Wherever an individual feels they have been victim to discrimination, racism or disrespectful care they have the right to make a formal complaint. Meals on Wheels also welcomes regular feedback from staff, volunteers, consumers and community members to help improve the service. Refer to Feedback and Complaints.

Feedback and Complaints

Tamworth Meals on Wheels acknowledges that consumers have the right to make feedback and encourages feedback from consumers as a way of continuously improving the business and the service it provides.

Complaints are seen as a further opportunity to identify unmet Consumer needs, and ways to improve service delivery. You have the right to make a complaint without fear of negative consequences or impact on your service. Meals on Wheels will listen carefully, treat your concerns respectfully, and work to resolve any issues promptly and fairly. 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
- Annual reassessment or review of client needs
- Complaints procedure
- Continuous improvement register
- Complaints register

Complaints can be made via the following methods:

- In person at our office
- Via the Phone
- Letter to the organisation
- Email

If you have a complaint about the delivery, accounts or administration of the service you, or your advocate, are encouraged to first speak with our Co-Ordinator (02 6765 8999). If you feel that the complaint is not resolved you, or your advocate, should write to the President of the Management Committee.

If you feel that you are unable to discuss your complaint with the Coordinator or President, or you are unsatisfied with the resolution you may contact the Aged Care Quality & Safety Commission at 1800 951 822 or via the online complaints forms <https://www.agedcarequality.gov.au/contact-us/complaints-feedback/make-complaint>

Meals on Wheels has an active Whistleblower Policy in place. This is in place to ensure disclosers can raise concerns regarding any misconduct or improper

state of affairs or circumstances without being subject to victimisation, harassment or discriminatory treatment. If you would like a full copy of this policy please contact Meals on Wheels, 6765 8999.

If you would like assistance to make a complaint you can call the National Aged Care Advocacy Line on 1800 700 600.

Training Requirements

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.

Emergency and Service Disruption

In the event of an emergency or unforeseen circumstance that disrupts our ability to deliver meals as scheduled (e.g. extreme weather, natural disaster or staff shortages), we will make every reasonable effort to notify you as soon as possible.

We will inform you of:

- The nature of the disruption;
- Any changes to your meal delivery or support services;
- Alternative arrangements, if available; and
- An expected timeframe for return of normal services.

Please ensure we have your up-to-date contact details and preferred communication method so we can keep you informed during emergencies. If you have specific concerns or needs during a disruption, contact the Meals on Wheels office for support.

Infection Control

Please advise Meals on Wheels if you are feeling unwell or have a respiratory virus. We can then put in place appropriate processes to minimise the spread to staff, volunteers and other consumers. Ensure you are sanitising and washing your hands correctly and regularly and stay at home if you are feeling unwell.

Influenza, RSV and Coronavirus can be mild for some but also cause serious illness and even lead to hospitalisation in others. It is important to get vaccinated every year to ensure you are protected against the latest strains. Vaccination against these viruses reduces rates of morbidity and hospitalisation and also reduces the risk of Pneumonia. For more information on respiratory viruses and vaccinations please speak to a medical professional.

Privacy and Confidentiality

Tamworth Meals on Wheels is committed to protecting your privacy and the confidentiality of your personal information in accordance with the Privacy Act 1988 (cth), the Aged Care Act 2024, and relevant state laws.

Any personal or sensitive information you provide will be collected, used, stored, and disclosed only for the purposes of delivering safe and appropriate care and services. Your information will be handled securely and only shared with those involved in your care, or as required by law.

Tamworth Meals on Wheels documents and forms are stored securely with password protection on the client management database and all hard copies of paperwork is then shredded.

You have the right to access your personal information and request corrections if needed. Please contact us if you would like to view or update your records, or if you have any concerns about your privacy.

Seniors Rights Service

The Seniors Rights Service provides Legal and Advocacy information to seniors to help understand your rights and find your voice. Their legal service provides advice on legal issues to older people in NSW. They also offer a comprehensive referral service.

Some of the issues they may advise on include:

- Abuse of older people
- Financial exploitation
- Consumer issues
- Planning for later life
- Retirement village advice
- Strata legal advice

They also assist in advocacy services and provide targeted rights-based information sessions to a diverse range of older people regardless of cultural background or sexual orientation.

The Seniors Rights Service is free and confidential. For more information or assistance their website is www.seniorsrightsservice.org.au or phone 02 9281 3600 or 1800 424 079.

Advocacy

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

Consumers 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 Meals on Wheels as representing the interests of the consumer.

Advocates may be used during assessments, reviews, and complaints or for any other communication between the consumer and Meals on Wheels.

A printed copy of the advocate form can be found in Appendix 1.

Mental Health

1 in 2 people will struggle with mental health during their lifetime. Learning about mental health will help you look after your social and emotional wellbeing. It will also help you support people close to you. It's important to get support early if you're feeling unsettled or struggling. [Beyond Blue](#) has information and resources about the signs and symptoms to watch for and where to find support. Call 1300 224 636 for support.

Work Health and Safety

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 or undertaking (PCBU) must ensure the adequate management of work health and safety.

To this end Meals on Wheels commits to:

- Ongoing management of WHS.
- Consultation with contractors, staff, 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 Meals on Wheels business.
- Maintaining Workers Compensation and Volunteer Insurance.

Standards, Guidelines and relevant Acts.

Meals on Meals in NSW are required to adhere to their Grant Agreement with the Australian Government as well as these standards, guidelines and Acts (among others):

- The [Aged Care Quality Standards](#)
- The Commonwealth Home Support Program Manual [CHSP Manual 2025-2027](#)
- Living Well at Home- CHSP Good Practice Guide [CHSP Good Practice Guide](#)
- The Aged Care Act 2025 [The Aged Care Act](#)
- Work Health and Safety Act 2011 [WHS ACT](#)
- The Australian Privacy Principles [Privacy Principles](#)
- State Records Act 1988 [State Records Act](#)

Consumer Advisory Body

Tamworth Meals on Wheels are looking for consumers to participate in our Consumer Advisory meetings which will occur twice a year. The role of the advisory body is to provide independent advice and guidance, and practical suggestions for our meal delivery service.

If you are interested please contact our Manager on 02 6765 8999.

Fee Schedule

See below costs for all clients.

Support at Home (SAH) and NDIS fees follow the government guidelines, provider to pay for the preparation and delivery of the meals and direct meal services to recover the cost of the food from the consumer. Tamworth Meals on Wheels comply with the Support at Home and NDIS guidelines in full. Prices as at 1st November 2025. Prices may be subject to change.

<i>Meal</i>	CHSP	Direct Sales (unsubsidised)	NDIS / SAH Client + (Pkge)
<i>Main</i>	\$8.00	\$10.00	\$6.00 + (\$12.00)
<i>Mini</i>	\$5.00	\$ 6.00	\$3.00 + (\$7.00)
<i>Dessert</i>	\$2.50	\$ 3.50	\$2.00 + (\$3.00)
<i>Sandwich</i>	\$3.50	\$ 4.00	\$2.00 + (\$3.00)
<i>Soup</i>	\$2.00	\$ 3.00	\$2.00 + (\$3.00)
<i>Pie/Sausage Roll</i>	\$4.50	\$ 5.00	\$2.00 + (\$5.00)
<i>Up & Go</i>	\$2.00	\$ 3.00	\$2.00 + (\$1.00)

Appendix 1

 Meals on Wheels President: Mr. Michael Hall Secretary: Mrs. P Balcombe	MEALS ON WHEELS TAMWORTH PO Box 371 328 Goonoo Goonoo Road, Tamworth. NSW 2340 ABN 51 259 523 719	Phone: (02) 6765 8999 E-Mail: info@mow.org.au NDIS Provider 405 001 0560
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Authority to Act as a Client Advocate

Client Details

First Name: _____ Surname: _____

Address: _____

Contact Number: _____

Email: _____

I authorise the person named on this form to act as an advocate on my behalf and represent my interests in relation to my involvement with Meals on Wheels.

I understand that Meals on Wheels may discuss details of my care with my advocate if the need arises.

This authority takes effect from / / and replaces any previously advised arrangements. I understand that I can change my choice of advocate at any time and will advise Meals on Wheels of this change in writing.

Advocate Details

First Name: _____ Surname: _____

Address: _____

Contact Number: _____

Email: _____

As an advocate of

I will ensure that:

- ☐ The client has provided written authority for me to act as their advocate.
- ☐ I always act in the best interests of the client.
- ☐ The client is aware of any issues and developments in relation to the support they receive and which as their advocate, I may be involved.
- ☐ I am familiar with the client's support plan and fees schedule (if applicable).
- ☐ I am familiar with the client's 'Rights and Responsibilities'.
- ☐ I advise Meals on Wheels of changes in the client's circumstances and any concerns about their changing needs.
- ☐ I am prepared to relinquish the role of advocate should the client request this.

Client Signature: _____ Date: _____

Advocate Signature: _____ Date: _____

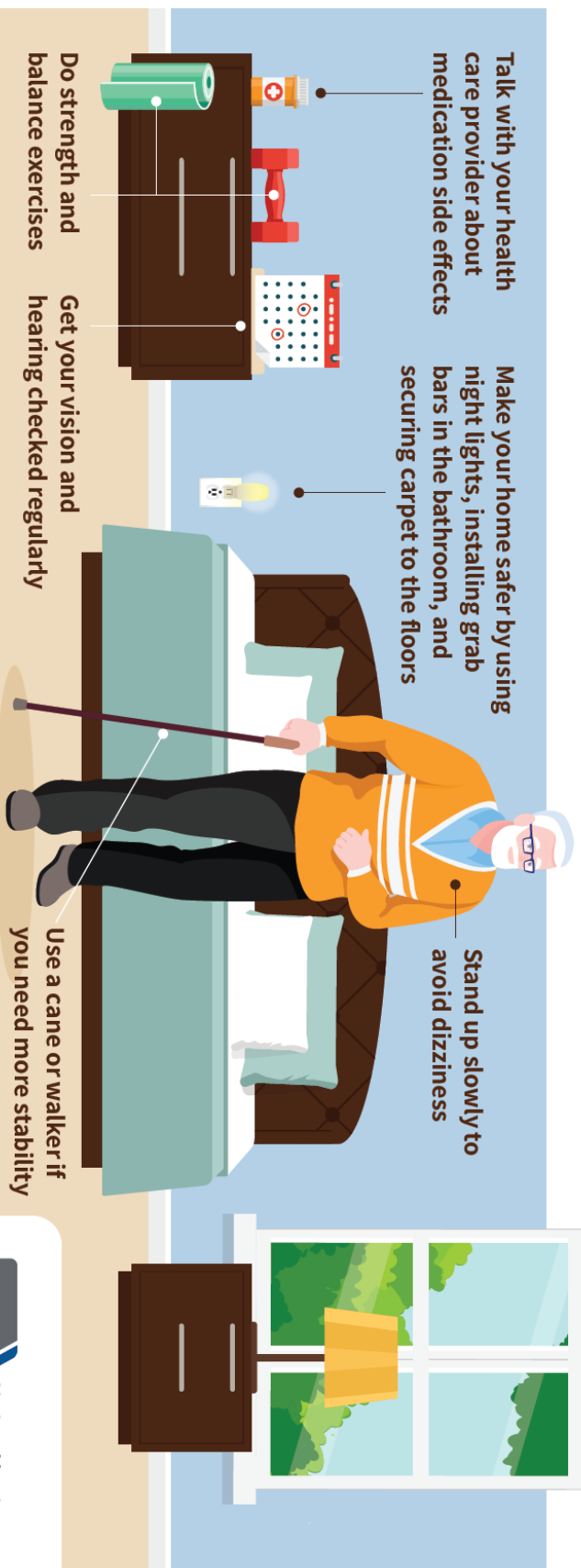
Date received:

Processed: Y / N

Staff Initial:

Six Tips To Help Prevent Falls

More than one in four people age 65 years or older fall each year, yet many falls can be prevented.



Learn more about reducing your risk of falling at www.nia.nih.gov/falls-prevention.





Meals on Wheels Tamworth

If you are unsure about anything or need further help

PLEASE RING



02 6765 8999

Staff

Manager:	Peter Gallagher
Compliance:	Meg Armstrong
Administration:	Jessie Tyler
Administration:	Brenda Steadman
Administration:	Rochelle Wheeler
Kitchen Manager/Chef:	Michael Herden
Chef:	Renato Palomo
Chef:	Trent Willis
Kitchen Hand:	Janet Hughes
Kitchen Hand:	Rebecca Hickson