

**Clients are required to be at home to receive Meals on Wheels.**

**Should a client not be home the Meals on Wheels will be returned to the provider.**

## **QUALITY**

On receipt of your meal, please take a minute to inspect the containers.

If the containers are unclean, broken or food is overflowing from the container. **DO NOT EAT THE MEAL**

Please contact the Team Leader Service Provision on 1300 520 520 or 0407 328 472.



# CONTACT US



## **Team Leader Service Provision**

**Marg Pollington (Mon to Fri)  
54780 110 or 0407 328 472**

**Aged & Disability Services  
- Administration Officer  
Karyn Hutcheon  
54780 176 or 0474 958 443**



**Buloke Shire Council  
367 Broadway  
P.O. Box 1  
Wycheproof  
3527**

**1300 520 520  
5478 0100**



**AGED & DISABILITY SERVICES**

## **MEALS ON WHEELS PROGRAM**

Commonwealth Home Support Program services are funded by the Commonwealth Government Department of Health for (people 65+ or 50+ for Aboriginal & Torres Strait people).

Services for younger people aged under 65 & Aboriginal people under 50. These services are funded by the Victorian State Government. HACC program for Younger People (HACC PYP).

Meals on Wheels, along with other Aged & Disability Services, aim to assist the elderly and those with disabilities to remain living independently for as long as possible.

People may not be able to cook for themselves for a variety of reasons. Sometimes the service is received for a short time eg. following surgery.

In most cases the meals are provided on an ongoing basis for people who for various reasons are unable to prepare a meal for themselves.

This vital nutritional supplement to a daily diet is complimented by the monitoring and social welfare component of the service. Volunteers often alert the Team Leader Service Provision if a client's health is deteriorating. This early intervention and prompt medical attention can often prevent hospitalisation or in some cases, permanent care.

### **IMPORTANT TIPS IF YOU ARE NOT GOING TO EAT ALL OF THE MEAL IMMEDIATELY:**

- ask the volunteer to put in the fridge the parts of the meal which you don't wish to consume immediately.
- when reheating food, heat it until it is steaming hot or boiling - this will ensure that bacteria which may have grown in the food is destroyed.
- any leftover food should only be kept in the fridge for 2-3 days at most - then you must throw it out.

# **MEALS ON WHEELS**

If you know that you are not going to need meals at some time in the future, please call the Buloke Shire Council and inform the Team Leader Service Provision as soon as you become aware of the situation.

Ideally, the Shire would prefer to be notified of absences at least 1 week in advance, however, it is understood that some situations cannot be prepared for, and so the minimum time period needed for notification of absence from meals service is 9.30am on the day of delivery.

If the Shire is informed of an absence after 9.30am or if they are not informed of an absence, then you may be charged for the meal.



## **WOULD I BE ABLE TO GET MEALS ON WHEELS SERVICES?**

You may be able to access the Meals on Wheels service if you are:

- Frail, aged, and having difficulty doing all the things you need to be done at home to keep you living safely and independently; or are a family carer of a person with a moderate to severe disability
- You, your doctor, a family member or friend can contact the Buloke Shire Council Aged & Disability Services department on 1300 520 520 to enquire about our Meals on Wheels service.
- Before you can receive a service, the staff will determine if you are eligible by completing an assessment.

## **WILL I HAVE TO PAY FOR THE MEALS ON WHEELS SERVICE?**

There is a fee for the service however this will be assessed prior to commencement.