

### Meals on Wheels

Meals on Wheels is a name familiar to Australians and is at the heart of many communities. It represents helping hands, teamwork and looking out for each other.

While age and disability may reduce some people's capacity to get out and about, Meals on Wheels helps make it possible to stay in their homes where most are happiest and maintain some independence. Delivery of nutritious meals from a Dietician approved menu, social interaction and regular visits ensure a clients' wellbeing and can help people live the lives they choose.

#### Our Service provides:

- Main Course
- Dessert
- Juice

Meals are prepared in a licensed kitchen by a suitably qualified cook and delivered by an Aged Care Staff Member.

Meals are delivered five days a week, Monday - Friday. Additional meals may be delivered by negotiation.

There is a set fee of \$9.35 per meal, which is reviewed annually. This is payable as per arrangement

If you are not going to be at home when the meal is delivered, you must let us know, or no meal will be left and you will be required to pay for the meal.

#### AGED CARE COMPLAINTS

The Aged Care Complaints Commissioner provides a free service for anyone to raise their concerns about the quality of care or services being delivered to people receiving aged care services funded by the Australian Government.

Complaints can be lodged at 1800 550 552 or online at [www.agedcarecomplaints.gov.au](http://www.agedcarecomplaints.gov.au)

### Meet the Team



Ann-Maree Doyle—Clinical Nurse

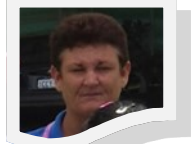


Deirdre Dickson—Personal Carer & Newsletter Editor



Narelle Shaw—Personal Carer & Events

Meagan McAlister Cook



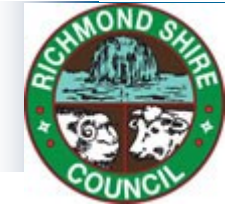
Jayne Smith—Personal Carer & Gardens

### Richmond Aged Care

**Monday to Friday 8am to 4pm**

2 Carter Street  
RICHMOND Q 4822

Phone: 07 47 193 380  
E-mail: [rac@richmond.qld.gov.au](mailto:rac@richmond.qld.gov.au)



## Product/Service Information



## Richmond Aged Care

The Aged Care system aims to support older people to live in their homes and communities for as long as they wish to, provide support to individuals who no longer can or no longer wish to do so and, to enable people to make decisions about their care. Older Australians can access a spectrum of aged care, ranging from home support services through to 24 hour care provided in residential settings.

There are three main forms of aged care service supported by the Commonwealth, addressed in this report: • Home and Community Care (HACC) programmes provide basic support services which are distinct from the more structured Home Care Packages Programme. As of 1 July 2015, the Commonwealth HACC Programme became part of the Commonwealth Home Support Programme (CHSP). • Home Care Package Programme, for those who have greater care needs in order to remain living at home. These packages are offered at four levels, depending on the amount and complexity of care required. Home care packages offer many older people an alternative to residential care

Richmond Shire Aged Care offers the following Programs:

- CHSP (Commonwealth Home Support Program)
- HCP (Home Care Packages, Levels 1, 2, 3 & 4)
- MOW (Meals on Wheels)

**Aged Care Services are required to comply with Home Care Standards as stated by the Department of Health . The Standards are:**

### Standard 1 Effective Management

The service provider demonstrates effective management processes based on a continuous improvement approach to service management, planning and delivery.

### Standard 2 Appropriate Access and Service Delivery

Each service user (and prospective service user) has access to services and service users receive appropriate services that are planned, delivered and evaluated in partnership with themselves and/or their representative.

### Standard 3 Service User Rights and Responsibilities

Each service user (and/or their representative) is provided with information to assist them to make service choices and has the right (and responsibility) to be consulted and respected. Service users (and/or their representative) have access to complaints and advocacy information and processes and their privacy and confidentiality and right to independence is respected.



## Commonwealth Home Support Programme (CHSP)

The Commonwealth Home Support Program provides funding for services which support frail older people and their carers, who live in the community and whose capacity for independent living are at risk of premature or inappropriate admission to long term residential care. The program is for older people aged 65 years and over and Aboriginal and Torres Strait Islander people aged 50 years and over.

To check eligibility and to be referred for services prospective clients or their carers need to contact the My Aged Care team on either 1800 200 422 or website [www.myagedcare.gov.au](http://www.myagedcare.gov.au)

Currently under the CHSP program clients can access the following service:

- Domestic Assistance - 1-2 hours per week
- Social Support - 1-2 hours per week
- Personal Care - ½ hour per day Monday to Friday
- Centre Based Day Care
- Respite Care
- Transport - Monday,
- Meals on Wheels -\$9.35 per meal (price will increase annually)

Personal Care	Per Hour	\$5.10
Domestic Assistance	Per Hour	\$5.10
Social Support	Per Hour	No Charge
Group Support	Per Hour	\$5.10
Vehicle Travel	Per km	\$0.80
Bus Travel	Per Trip	\$5.10
Transport	Per Trip	\$2.05
Meals On Wheels	Per meal	\$9.35
Centre Lunch	Per lunch	\$5.10
Centre Morning Tea	Per morning tea	\$2.05
Respite	Per hour	\$5.10

## Home Care Packages

There are four levels of Home Care Packages

- Home Care Level 1 – a new package to support people with basic care needs.
- Home Care Level 2 – a package to support people with low level care needs,
- Home Care Level 3 – a new package to support people with intermediate care needs.
- Home Care Level 4 – a package to support people with high care needs,

To check eligibility and to be referred for services prospective clients or their carers need to contact the My Aged Care team on either 1800 200 422 or website [www.myagedcare.gov.au](http://www.myagedcare.gov.au)

Consumer Directed Care is a way of delivering services that allows consumers to have greater control over their own lives by allowing them to make choices about the types of aged care and services they access and the delivery of those services, including who will deliver services and when.

Under the CDC approach clients are encouraged to identify goals, which could include independence, wellness and re-ablement. These goals will form the basis of the Home Care Agreement and care plan. Consumers will decide the level of involvement they wish to have in managing their package, which could range from coordination of care and services, to a less active role in decision making and management of the package. Ongoing monitoring and formal review and reassessments will occur at least every 12 months or as consumers needs change to ensure the package of care continues to be appropriate for clients.

From February 27, 2017 Richmond Shire Aged Care will provide Level 2-4 packages (as determined by the Client) from \$5.50 per day.

