

Fairfield Food Services Inc. Client Handbook

Fairfield Food Services Inc.
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Office Hours: 8.00am to 1.00pm

Monday to Friday

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WELCOME TO FAIRFIELD FOOD SERVICES INC.

Fairfield Food Services Inc.'s Commonwealth Home Support Programme (CHSP) is funded by the Commonwealth Government to support frail or aged individuals and young people with disability to remain independent within the community, whilst also providing support to the carers.

Our mission is to provide a quality meals service that meets your individual needs and encourages positive ageing and wellbeing.

For people unable to cook or prepare meals, frozen meals can be delivered to your home. Meals are delivered once a week Thursday to Friday between 8:00am and 1.00pm depending on the area you live in. If you are not home, the meal will not be left unattended due to food safety requirements and you will be charged for the meal. Let us know if you are away or do not require meals to be delivered so that you don't get charged for the meal.

ACCESSING SERVICES

Am I eligible to receive a CHSP service?

We provide meals to service users and carers in the South West Sydney Region. To be eligible for a meals service the service user must be living in the community and be Frail, older people aged 65 years and over (or 50 years and over for Aboriginal and Torres Strait Islander peoples) who need assistance with daily living to remain living independently at home and in the community.

How can I receive a CHSP service?

Referrals can be made by general practitioners and health professionals, community service workers and the families and friends of potential service users. Self-referrals are also welcome.

Referrals can be made by phoning Fairfield Food Services Inc. on 02 9728 6939 or emailing admin@fairfieldfoodservices.org.au

Assessment

To receive services we will need a referral from My Aged Care. If you are not registered with My Aged Care, please contact 1800 200 422 to register for an assessment through My Aged Care.

Reviews

Every year we will telephone (or visit) you to check that our services are meeting your needs, but you can let us know at any time if your needs change.

FEES AS AT 01/07/2024

All effort is made to ensure affordable costs.

-)] Meal - \$6.00
-)] Soup - \$3.00
-)] Dessert - \$2.50

However, the meal prices may vary depending on the individual's eligibility conditions for non-CHSP clients and can be discussed with the office staff.

No service user will be refused a service, if eligible, based on inability to pay. If you are having difficulty paying, contact the Executive Officer.

Statements will be sent first week of each month for the previous month. Cash / cheque payments can be made to our volunteers every second week of the month. Alternatively, payments can be made in person the Fairfield Food services Inc. office during office hours. Also, payments can be made via bank transfer, the banking details will be on the statement.

VOLUNTEER SAFETY

We need to keep our volunteers safe. Please ensure the entryway to your home is safe, dogs are restrained and you do not smoke whilst volunteers are delivering meals.

RIGHTS AND RESPONSIBILITIES

As a service user you have both rights and responsibilities.

Clients Rights

Please refer to the Charter of Aged Care Rights & Responsibilities that is included in the information pack.

Clients Responsibilities

You have the responsibility to:

-)] Comply with Fairfield Food Services meal delivery policy – Duty of Care.
-)] Advise our staff of your special dietary needs.
-)] Pay for your meals.
-)] Advise the course of action to take when you do not respond to a scheduled visit.
-)] Advise if you are not going to be home when the meal is delivered; and
-)] Advise if you are going to be absent for any short or extended time.

PRIVACY AND CONFIDENTIALITY

Fairfield Food services Inc. is committed to protecting your privacy and confidentiality. We only collect information that we need to provide a service to you and we seek consent to provide information to other parties (only as required). We securely store our records and staff and volunteers are not permitted to discuss service users with anyone.

COMPLAINTS, FEEDBACK AND ADVOCACY

Fairfield Food services Inc. encourages service users to provide feedback on the support we provide. This assists us to better meet your needs and to plan for the future.

If you are unhappy with the service you receive, please let us know by contacting our office. All complaints and feedback are treated in confidence and will not affect your meals service or any other dealings you have with Fairfield Food Services Inc.

If the issue is not satisfactorily resolved you can submit your complaint in writing to:

Executive Officer,
Fairfield Food Services Inc.
PO BOX 261 Fairfield NSW 1860

Or by email to radhika@fairfieldfoodservices.org.au

If you are unhappy with the Executive Officer's decision you may wish to contact someone outside the area of Fairfield Food Services Inc. such as one of the advocacy and external complaints contacts listed over the page.

Once your complaint has been finalised someone from Fairfield Food Services Inc. will be in touch to make sure you still feel comfortable to access support and to ask for your feedback on the complaint process.

You have a right to use an advocate of your choice to negotiate on your behalf with Fairfield Food Services Inc. This may be a family member, friend or advocacy service. A list of advocacy services is provided below. We can help you contact a service if you like.

An advocate is a person who, with your authority represents your interests. Advocates may be used during assessments, reviews, and complaints or for any other communication between you and Fairfield Food services Inc.

If you wish to appoint an advocate let us know in writing, the name of the person you wish to be your advocate. You can use the form - Authority to

Act as an Advocate available from the office. You can change your advocate at any time using the Authority to Act as an Advocate form.

ADVOCACY AND EXTERNAL COMPLAINTS CONTACTS

Advocacy and external complaints contacts available to service users include:

If you are concerned that your rights are not being met, you can seek support. If you have concerns about the care you or someone else is receiving, it is important that you talk about it. You should talk to your aged care provider first. It's okay to complain. Just as positive feedback can reinforce things that work well, your complaints help improve care and services. You have the right to raise concerns easily and without fear of how you will be treated. All aged care providers must have their own complaints systems and manage complaints fairly. Your complaints should be taken seriously and handled fairly and in a timely way. It is your aged care provider's responsibility to act promptly on matters related to the quality or safety of your care and services. But if you feel uncomfortable talking to your aged care provider, or would like help understanding your rights, services are available to help you.

- Call the National Aged Care Advocacy Line on 1800 700 600 (free call)
- Visit the Older Persons Advocacy Network website: www.opan.com.au

Aged Care Quality and Safety Commission

The Commission's role is to protect and enhance the health, safety, well-being and quality of life for aged care consumers. It can help you to resolve a complaint about an aged care provider.

- Call the Commission on 1800 951 822
- Email info@agedcarequality.gov.au
- Visit the website agedcarequality.gov.au

Please refer to Charter of Aged Care Rights Booklet and follow the below link to access more information;

<https://www.agedcarequality.gov.au/sites/default/files/media/charter-of-aged-care-rights-a5-booklet.pdf>