

# Fairfield Food Services Inc. Client Handbook

**Fairfield Food Services Inc.**

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Office Hours: 7.30am to 3.30pm  
Monday to Friday

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## WELCOME TO FAIRFIELD FOOD SERVICES INC.

Fairfield Food Services Inc.'s Commonwealth Home Support Programme 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, hot, chilled or frozen meals can be delivered to your home. Meals are delivered Monday to Friday between 9:30am and 12.00pm and weekend meals are delivered chilled or frozen along with Friday's delivery. If you are not home, the meal will not be left due to food safety requirements, but 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 HACC 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 [ffldmow@bigpond.com](mailto:ffldmow@bigpond.com)

### **Assessment**

To receive services we will arrange for an assessment through My Aged Care and assess you by telephone. We will also check if you have any food allergies and your dietary preferences. If we are not able to assist you, the Executive Officer will let you know of other available services and arrange a referral if required.

### **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

The cost of meals is between \$4.50 to \$10.00 per delivered meal.

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.

You can make payment via our volunteers each week (preferred), pay at the Fairfield Food services Inc. office, by post, direct deposit or centrepay.

## 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**

You have the right to:

- Express your concerns about the Service without fear of losing the Service
- Have your complaints dealt with fairly and promptly
- Be represented by an Advocate of your choice
- Be assessed to receive meals without discrimination
- Have your dietary requirements met
- Privacy and confidentiality
- Expect that no information about you will be provided to anyone else outside the Service without your written permission
- View any information about yourself held by the Service and
- Refuse the service.

### **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 AND FEEDBACK

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 ringing the 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

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.

## ADVOCACY

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:

### Aged Care Complaints Scheme

The Aged Care Complaints Scheme is a free service available to anyone who wishes to provide information or raise a complaint or concern about an Australian Government funded aged care service, including residential aged care homes, community aged care packages and flexible care.

Phone: 1800 550 552 (an online complaints form is available at <http://www.health.gov.au/internet/main/publishing.nsf/Content/ageing-complaints-index.htm>)

Postal: Aged Care Complaints Scheme,  
C/- Department of Social Services  
GPO Box 9820 NSW 2000

### HACC Information and Referral Service

Freecall™: 1800 683 232

### National Aged Care Advocacy

Freecall™: 1800 700 600

### NSW Meals on Wheels Association

Address: Level 4, 80 Cooper Street, SURRY HILLS 2010  
PO Box: Locked Bag 1100, SURRY HILLS NSW 2010  
Phone: (02) 8219 4200

### NSW Home Maintenance and Modification State Council

Phone: (02) 6622 8386  
Fax: (02) 6622 8693  
Email: [info@nswhmms.org](mailto:info@nswhmms.org)

### Community Transport Organisation

Address: Suite 2, Level 1, 186 Church Street, Parramatta NSW 2124  
PO Box 1047, Parramatta 2124  
Phone: (02) 9635 8980  
Fax: (02) 9635 9430  
Email: [mso@cto.org.au](mailto:mso@cto.org.au)

### NSW Council of Social Services

Address: 66 Albion Street, Surry Hills NSW 2010  
Phone: (02) 9211 2599  
Fax: (02) 9281 1968  
Email: [info@ncoss.org.au](mailto:info@ncoss.org.au)

Council on the Ageing (COTA) NSW

Address: Level 6, 280 Pitt Street, Sydney NSW 2000  
Phone: (02) 9286 3860  
Fax: (02) 9286 3872  
Free call: 1800 449 102 (for outside of Sydney area)

Combined Pensioners & Superannuants Association NSW

Address: Level 9, 28 Foveaux Street, Surry Hills NSW 2010  
Phone: (02) 9281 3588  
Country Callers: 1800 451 488  
Fax: (02) 9281 9716  
Email: cpsa@cpsa.org.au

Carers NSW

Sydney - Head Office PO Box 20156 World Square NSW 2002  
Address: Roden Cutler House Level 18, 24 Campbell St,  
Sydney NSW 2000  
Phone: (02) 9280 4744  
Fax: (02) 9280 4755  
Email: contact@carersnsw.asn.au  
For carer information, support and counselling contact Carers NSW between  
9am to 5pm, Freecall: 1800 242 636

You can also make a complaint about DADHC operated, funded or licensed services to the NSW Ombudsman on (02) 9286 1000 or 1800 451 524 (rural/regional callers only).

*NSW Ombudsman* – available to investigate complaints about DSS or a DSS-funded or licensed service or an employee of the service. The Ombudsman can also inquire into major issues affecting clients and services. Further information about the NSW Ombudsman can be found at  
Web: [www.ombo.nsw.gov.au](http://www.ombo.nsw.gov.au)  
Phone: (02) 9286 1000  
Free call: 1800 451 524 (rural/regional callers only).

NSW Office of Fair Trading  
General contacts 13 32 20  
Specialised services 13 14 50  
Teletypewriter Telephone Numbers (TTY) 9338 4943

If your complaint is about your Home Care service you may prefer to contact the Aged Care Complaints Scheme 1800 550 552.

Aged Care Complaints Scheme  
Department of Social Services  
GPO Box 9820  
NSW 2000

The Aged-Care Rights Service Ph:(02) 9281 3600 or 1800 424 079  
Level 4 (freecall)  
418a Elizabeth Street Email: tars@tars.com.au  
SURRY HILLS NSW 2010 Website: www.tars.com.au

Multicultural Disability Freecall™: 1800 629 072  
Advocacy Association of NSW Email: mdaa@da.org.au  
Head Office: 10-12 Website: www.mdaa.org.au  
Hutchinson Street  
GRANVILLE NSW 2142

Office Hours: Monday - Friday  
9.00am - 5.00pm  
Postal: PO Box 884  
Granville NSW 2142

NSW Disability Advocacy Freecall™: 1800 250 292  
Network Inc.

NSW Elder Abuse Helpline Freecall™: 1800 628 221