



Eating healthy food in a balanced diet is very important to help you get the energy you need, maintain good health and have strong bones and muscles. We all know what healthy food is—a wide range of fruit and vegetables, some protein sources such as meats, dairy and pulses, and not too much fatty or highly processed food. Drinking plenty of water is important, too. As we age, our bones are susceptible to becoming fragile and breaking. For them to stay strong, they need: calcium • vitamin D.

## Calcium

Calcium is only stored in your bones, although it is essential for many different parts of the body, such as muscles and nerves. If you don't eat enough calcium, it will be taken from your bones to other parts of the body where it is needed. As we get older, we absorb less and less calcium from our food. This means we actually need to eat more calcium as we get older. People who smoke, who drink a lot of caffeine and soft drinks, and who eat a lot of meat, absorb less calcium from their diet than others. Milk, yoghurt, cheese, salmon, sardines, tahini, figs, almonds and Brazil nuts are all good sources of calcium. Bread, cereals, fruit and green vegetables such as broccoli and Bok Choy also have calcium, although not as much.

## Vitamin D and sunlight

Vitamin D is very important for strong bones. Being low in vitamin D can affect your muscle strength and play a part in osteoporosis because without it calcium won't be fully absorbed by your bones. You get vitamin D in two ways—from your diet and from sunlight. Vitamin D is found only in certain foods. These are: • milk • oily fish such as salmon and mackerel • eggs. Sunlight is another way of getting vitamin D. Sunlight acts on the skin and converts it to vitamin D. Six to eight minutes a day is enough.

## CLIENT RIGHTS

The clients of Fairfield Food Services have the following rights:

### General

- ✓ to be treated and accepted as an individual, and to have his or her individual preferences respected;
- ✓ to be treated with dignity, with his or her privacy respected;
- ✓ to receive care that is respectful of him or her, and his or her family and home;
- ✓ to receive care without being obliged to feel grateful to those providing the care;
- ✓ to full and effective use of all human, legal and consumer rights, including the right to freedom of speech regarding his or her care;
- ✓ to have access to advocates and other avenues of redress;
- ✓ to be treated without exploitation, abuse, discrimination, harassment or neglect.

### Participation

- ✓ to be involved in identifying the home care most appropriate for his or her needs;
- ✓ to choose the care and services that best meet his or her assessed needs, from the home care able to be provided and within the limits of the resources available;
- ✓ to participate in making decisions that affect him or her;
- ✓ to have his or her representative participate in decisions relating to his or her care if he or she does not have capacity.

### Care and services

- ✓ to receive reliable, coordinated, safe, quality care and services which are appropriate to his or her assessed needs;

- ✓ to be given before, or within 14 days after he or she commences receiving care, a written plan of the care and services that he or she expects to receive;
- ✓ to receive care and services as described in the plan that take account of his or her other care arrangements and cultural, linguistic and religious preferences;
- ✓ to ongoing review of the care and services he or she receives (both periodic and in response to changes in his or her personal circumstances), and modification of the care and services as required.

#### **Personal information**

- ✓ to privacy and confidentiality of his or her personal information;
- ✓ to access his or her personal information.

#### **Communication**

- ✓ to be helped to understand any information he or she is given;
- ✓ to be given a copy of this Charter;
- ✓ to be offered a written agreement that includes all agreed matters;
- ✓ to choose a person to speak on his or her behalf for any purpose.

#### **Comments and complaints**

- ✓ to be given information on how to make comments and complaints about the care and services he or she receives;
- ✓ to complain about the care and services he or she receives, without fear of losing the care or being disadvantaged in any other way;
- ✓ to have complaints investigated fairly and confidentially, and to have appropriate steps taken to resolve issues of concern.

#### **Fees**

- ✓ to have his or her fees determined in a way that is transparent, accessible and fair;
- ✓ to receive invoices that are clear and in a format that is understandable;
- ✓ to have his or her fees reviewed periodically and on request when there are changes to his or her financial circumstances;
- ✓ not to be denied care and services because of his or her inability to pay a
- ✓ fee for reasons beyond his or her control.

### **CLIENT SURVEYS**

In the coming weeks, we will be sending out our annual surveys requesting feedback to enable us to improve our service. Your feedback is very valuable to us and we greatly appreciate your input. The survey will also enable us to update your contact details for emergencies and to further clarify your needs and to listen to your general feedback.

### **PLEASE REMEMBER:**

Call the office on 9728 6939 / 9724 1486 if you will not be home to accept your meal delivery. We can arrange for your meals to be delivered on another day. If a neighbour will be accepting your meals on your behalf, please be aware that the meals will need to be put in their freezer immediately.

Fairfield Food Services follows food safety guidelines at all times to ensure your safety.

### **FEEDBACK**

We'd love to hear from you.

Please provide us with any suggestions, comments or compliments to:

Email: [radhika@fairfieldfoodserves.org.au](mailto:radhika@fairfieldfoodserves.org.au) or  Contact us on : 02-9728 6939