



Meals on Wheels Rockhampton Newsletter

**MARCH/APRIL
2022**



Meals on wheels Rockhampton Inc

www.rockhamptonmealsonwheels.com



Chilled Meals

We have identified a need for producing Chilled Meals as an option for our Client. These meals would benefit those people who have told us that they do not eat their meal straight away whilst it is hot and heat it up in the Evenings. The meal would be the same as what is on the menu for that day, however, it will arrive chilled and not hot. Heating Instructions will be included with meals.

Chilled Meals will **begin on Monday, 7th March**. We recently sent out a Client review asking clients whether they would like to receive a chilled meal. If you have indicated on this review that you would like a chilled meal or chilled soup, you will start receiving these from the 7th March. If you do not normally receive soup or a hot meal, this will not apply.

Covid Frozen Meals



During January, all Clients received two free Frozen Meals which were to assist if we had to close temporarily due to Covid-19. These frozen meals are now approaching their expiry date and we advise our Clients to **please eat these meals prior to the 4th April**.

Upcoming Public Holidays

There are a few public holidays coming up during April. Please be aware that our Service does not operate on Public Holidays.

Prior to each Public Holiday, frozen meals are delivered to clients for the Public holiday. A letter will be sent out to all clients before each public holiday asking clients to advise if they do not require this frozen meal.

<u>Good Friday:</u>	Friday 15th April
<u>Easter Monday:</u>	Monday 18th April
<u>ANZAC Day:</u>	Monday 25th April
<u>Labour Day:</u>	Monday 2nd May



Friendly Reminder

Just a reminder that our Volunteers are unable to leave your meal in an esky, cooler bag or sitting out if you are not home for delivery.

We are only allowed to leave meals in a working fridge.

- If you are not going to be home for a delivery, you can: either pick up the meal from our service or have an accessible fridge (under house/in garage/on verandah etc)
- If you have a key safe installed, you can provide us with your code and the volunteers will put your meal straight into the fridge in your home; Our volunteers are trained in using key safes and the process is safe.

Client Reviews



We appreciate all the feedback we have received from our recent 2022 Client Reviews that were sent out to all Clients. Thank you to everyone who has filled these forms out and returned them to us.

If you are yet to return your review we ask that you please do this as soon as possible.

Information received on these reviews ensures that we have correct and up-to-date information on our Clients, including emergency contacts. It also identifies whether our clients have any concerns or feedback regarding their service.

please note

Office Hours

Our Office is open **Monday to Friday between 7.30am and 2.30pm**. If you call after this time please leave a message on the answering machine and we will get back to you the next day.



Aged Care Quality and Safety Commission Review

During this year our Service will undertake an *Aged care Quality and Safety Commission Review*. The review is an onsite assessment of the quality of care and services provided to aged care consumers by an accredited service. It measures the performance of an approved provider against all requirements of the Aged Care Quality Standards

Prior to the Aged Care Audit quality review, correspondence may be sent to Clients to advise them of this review and any relevant information.



Aged Care *Advocacy*

- Do you receive government funded aged care services?
- Are you concerned about the quality of care you receive in your home or aged care facility?
- Are you finding it difficult to access aged care services?

Our advocates can:

- Assist you to explore care options and access new or additional government funded services
- Support you to express your views and wishes to work through care related issues with your service provider

Our Aged Care Advocacy services are:

- Directed by the clients we support
- Free, confidential and independent
- Available to care recipients or their representatives
- Available throughout Queensland

Contact ADA Australia
Freecall: 1800 818 338
(07) 3637 6000
www.adaaustralia.com.au
info@adaaustralia.com.au

Interpreter Ph: 131 450