

# CLIENT AND CARERS GUIDE 2021



Meals on Wheels  
Rockhampton

More  
than just  
a meal

<b>3</b>	<b>CONTACT DETAILS</b>
<b>4</b>	<ul style="list-style-type: none"><li>• Introduction</li><li>• Aims of Meals on Wheels</li><li>• We are able to provide</li></ul>
<b>5</b>	<ul style="list-style-type: none"><li>• How it works</li></ul>
<b>6</b>	<ul style="list-style-type: none"><li>• Delivery</li><li>• Meal Prices</li><li>• Payment</li></ul>
<b>7</b>	<ul style="list-style-type: none"><li>• How to store your meal</li><li>• Reheating your meal</li></ul>
<b>8</b>	<b>EAT WELL, LIVE WELL</b> <ul style="list-style-type: none"><li>• Healthy Eating</li></ul>
<b>9</b>	<ul style="list-style-type: none"><li>• Food Sensitivities<ul style="list-style-type: none"><li>◦ Food Allergies</li><li>◦ Food Intolerances</li><li>◦ Immune Related</li></ul></li></ul>
<b>10</b>	<ul style="list-style-type: none"><li>◦ What to do if you think you might have food sensitivities</li><li>◦ Diet and Medication</li></ul>
<b>11</b>	<ul style="list-style-type: none"><li>◦ Are you having chewing or swallowing problems?</li><li>◦ Do you have special dietary requirements?</li></ul>
<b>12</b>	<b>HINTS AND TIPS FOR HEALTHY EATING</b>
<b>13 -16</b>	<b>Pull Out Form - Charter of Aged Care Rights</b>
<b>17</b>	<b>WHAT ABOUT DIABETES</b>
<b>18 - 21</b>	<b>PREVENTING FALLS IN THE ELDERLY</b>
<b>22</b>	<b>CHARTER OF CARE RECIPIENTS' RIGHTS AND RESPONSIBILITIES</b>
<b>24 - 25</b>	<b>ADA AUSTRALIA COMPLAINTS AND FEEDBACK NDIS</b>
<b>26 - 27</b>	<b>USEFUL NUMBERS</b>

## MEALS ON WHEELS ROCKHAMPTON

Our Service is managed by a volunteer committee, which is elected annually. Together with our staff, committee and the generous support from our many volunteers, we are committed to serving our community.

### Meals on Wheels Rockhampton

350 Berserker Street

Frenchville Qld 4701

PO Box 9890, Frenchville Qld 4701

P | (07) 4928 0540 or 4928 9337

F | (07) 4928 0758

E | [info@mowrockhampton.org.au](mailto:info@mowrockhampton.org.au)

W | [rockhamptonmealsonwheels.com](http://rockhamptonmealsonwheels.com)



## Introduction:

We welcome you as a Meals on Wheels Rockhampton client.

Throughout Queensland Meals on Wheels services provide a volunteer-based community service delivering nutritious meals to people in their own homes. Our friendly volunteers, as well as delivering meals to our clients, also provide them with social contact thereby assisting them to continue living independently at home.



## Aims of Meals on Wheels:

Meals on Wheels is a not for profit organisation. Our aims are:

- To provide a quality nutritious meal delivered to your door
- To monitor your health, safety and well-being
- To enable you to remain living at home for as long as possible
- To maintain and enhance your independence and quality of life
- To prevent early or inappropriate admission to a hospital, hostel or nursing home
- To provide a service that brings people together

## We are able to provide:

- Daily meal package  
(including meal, dessert, soup & juice) delivered  
**Hot**, **Chilled** or **Frozen**
- Sandwiches
- Salad



## How it works:

- We have a six week continuous menu. You can choose from the freshly cooked meals each day or a frozen meal
- We will send you a meal package (main meal, soup, juice and dessert) unless otherwise requested
- Sandwiches are offered as an extra with meals.



If you would like assistance or  
further information please contact  
Meals on Wheels Rockhampton  
P | (07) 4928 0540 or 4928 9337  
E | [info@mowrockhampton.org.au](mailto:info@mowrockhampton.org.au)

OR CALL

Queensland Meals on Wheels  
P | 1300 90 97 90

## Delivery

Meals are delivered daily  
Monday to Friday  
between 11:00am - 1:00pm

Frozen meals are delivered  
on Friday for your weekend meals

*No meals are delivered on  
Public Holidays  
but we can supply you with a frozen  
meal for these holidays*

You must be at home for your meal  
to be delivered. Should you not be  
home, we will attempt to make contact  
with you via your nominated contact  
person or other services should the  
need arise.

Unfortunately, if we attempt to  
deliver a meal to you and there is no  
response you will be required to pay  
for the meal.

If you are not going to be home on a  
particular day, please either:

- Phone us to cancel the meal  
prior to 9:00am

OR

- Phone us to hold your meal  
for collection, or to supply  
alternative delivery  
instructions by 9:00am

## Meal Prices

CHSP/Pensioner: Main Meal (Hot/Chilled/ Frozen) Meal Package	\$9.00
Sandwich	\$4.50
Full Fee Consumer: Main Meal (Hot/Chilled/ Frozen) Meal Package	\$14.00
Sandwich	\$7.00
HCP/ Aged Care Provider:	Refer to your provider

We provide convenient home  
delivered meals at an  
affordable cost.

Our meals are very tasty, nutritious  
and we offer a wide variety.

***All meals are delivered in hygienic  
disposable containers.***

## Payment

Accounts are sent out at the end  
of each month. Payment can be  
made by giving cash/cheque to  
the deliver volunteers, over the  
phone with a credit/debt card or  
via direct deposit.

## Pets

For our Volunteers safety, pets  
must be restrained while your  
meal is being delivered.

If you have special dietary needs or food allergies, please contact the staff at  
the office so we can properly assess your needs.



## How to store your meal

- If you receive a hot meal it is recommended that you eat the meal immediately. Food delivered and left sitting at room temperature for 2 hours or more can lead to the growth of bacteria, which results in food poisoning
- Chilled meals must be kept refrigerated below 4°C. These meals are only to be reheated once. Any contents remaining must be discarded
- Frozen meals must be stored in the freezer below -18°C. Once thawed, you must not re-freeze these meals
- Use meals within 24 hours of removing from the freezer
- When reheating meals they must be heated to a minimum temperature of 75°C in the centre of the meal
- Beware of steam when removing lid / seal from container

## Reheating Instructions

Reheating time are approximate and depend on oven and microwave type and size.

### CHILLED MEAL

#### Conventional Oven

1. Do not remove or pierce lid
2. Preheat oven to 180° C
3. Heat for 10 - 15 minutes, until hot

#### Microwave Oven

1. Do not remove or pierce lid
2. Heat on high for 3 - 5 minutes, until hot.  
*(Based on a 1000 watt microwave). As all microwaves are different, heating times may vary.*

### FROZEN MEAL

#### Conventional Oven

1. Do not remove or pierce lid
2. Allow to thaw in refrigerator for 24 hours
3. Preheat oven to 180° C
4. Heat for 10 - 15 minutes, until hot

#### Microwave Oven

1. Do not remove or pierce lid
2. Allow to thaw on defrost cycle for approximately 3 - 5 minutes
3. Heat on high for 3 - 5 minutes, until hot.  
*(Based on a 1000 watt microwave). As all microwaves are different, heating times may vary.*

# EAT WELL, LIVE WELL

## Healthy Eating

Healthy eating is important for healthy living. The Australian Guide of Healthy Eating represents the foundation of healthy eating for older Australians. It encourages you to enjoy a variety of foods every day and shows the proportions of food from the different food groups that are needed to ensure you include all the nutrients necessary for good health. For more information go to [www.eatforhealth.gov.au](http://www.eatforhealth.gov.au)

Your Meals on Wheels delivered meal is prepared according to the Meals on Wheels National Meal Guidelines to provide a percentage of your daily nutritional needs. Your Meals on Wheels meal provides a good start to healthy eating, but you need to eat other foods as well.

Aim to eat a wide variety of foods to ensure a balanced diet. To keep well, seniors should aim to eat three meals a day from the core food groups.

Have a poor appetite or just not hungry? Eating smaller meals more frequently (every 2 – 3 hours) will help to improve appetite and nutrition. Soft foods that do not require much chewing often are easier to eat.

Include in your diet:

- Breads, Cereals, Rice, Pasta and Noodles
- Vegetables and Legumes
- Fruit
- Milk, Yoghurt and Cheese
- Meat, Fish, Poultry, Egg and Nuts
- Snacks and Treats
- Plenty of water

Enjoy other fluids such as milk, juice, tea and coffee.





## Food Sensitivities

Some people experience negative reactions when they eat particular foods due to food sensitivities.

The following are various types of sensitivities to foods:

### Food Allergies

These cause symptoms related to an allergic reaction of the body to the food. Reactions are usually immediate and cause serious reactions such as swelling of the mouth or airways and difficulty breathing. In milder cases the main symptom can be skin welts or tingling around the mouth.

### Food Intolerances

There are a number of causes of food intolerances. Lactose intolerance for example, is caused because of a lack of the enzyme that breaks down lactose (the sugar in milk). Intolerances can affect people differently. For example, some people may be able to consume small amounts of lactose without having a reaction, whereas, others might react regardless of the amount.

Sometimes reactions may not occur until hours or days after the food is eaten, causing symptoms such as abdominal pain, bloating and changes to the bowel motions. Some cases of irritable bowel syndrome (IBS) may be due to these reactions.

Common foods to cause this are wheat and dairy products, but many different foods can cause symptoms.

### Immune Related

Coeliac Disease is an immune reaction to a specific protein called gluten. Foods that contain gluten include wheat, rye, barley and oats. People with Coeliac Disease can develop serious gut problems when they eat even tiny amounts of these foods. If they continue to eat these foods, they increase their risks of bowel cancer and osteoporosis. It is essential that people with Coeliac Disease avoid gluten-containing foods as a lifelong habit.

## What to do if you think you might have food sensitivities

It is a good idea to avoid any foods that give you adverse reactions. However, if you think you may have food sensitivities it is important to see a health professional. Once your doctor has ruled out anything serious, you may find a qualified nutritionist or dietician helpful to assist you to have a healthy, balanced diet.

## Diet and Medication

Medications prescribed by your doctor are an important part of managing your health. Some medications can sometimes change your need for nutrients. It is recommended to speak to your doctor or pharmacist about the effects your medication may have on your body's nutrient balance.



Certain things you eat can also interact with your medications; some nutrients may alter the activity of the medication in the body or affect the rate at which medications are broken down. Your doctor should let you know if this is the case.

## Are you having chewing or swallowing problems?

Meals on Wheels can provide soft, minced or pureed or pre-cut meals if you are having problems chewing or swallowing. If chewing or swallowing difficulties are causing you to lose weight or exclude certain groups of food from your diet, this could become a serious problem. It is recommended that you discuss any chewing or swallowing problems with your doctor.

## Do you have a special dietary requirement?

You may have been told to follow a special diet for any of the above. Your doctor should regularly review the need for you to follow such a diet and advise if the diet is still required or if it needs to be modified. This is especially important if you experience unplanned weight loss.

Meals on Wheels caters to a range of common, special diets including meals suitable for people with chewing or swallowing problems, lactose intolerance and Coeliac disease. If you have a special dietary requirement, please advise our Meals on Wheels staff.

## Wellness and Reablement

Meals on Wheels will work with you to help you regain and maintain your independence under a Wellness and Reablement approach by providing nutritional meals to meet your changing needs and circumstances, giving you control over your health.

Nutrition plays an important role in the prevention of malnutrition, lowering the risk of falls, reducing hospitalisation and length of stay in hospital and improving strength and bone health. The meals provided are a foundation of wellness and reablement through the contribution of nutrition to improving functional capacity and enhancing quality of life. Meals on Wheels volunteers also play a vital role in helping to improve your wellness and reablement through the social contact and welfare check that they provide when delivering your meal. Do not hesitate to contact the Service should you have any questions or thoughts on improving your wellness, allowing you to stay home and stay independent.

## HINTS AND TIPS FOR HEALTHY EATING

1. If your appetite is poor, try smaller, more frequent meals.
2. Use full cream rather than low fat milk.
3. Drink adequate amounts of fluids (1.5 to 2 litres per day) to help prevent dehydration, which can lead to confusion, dizziness and increased risk of falls.
4. Higher fruit and vegetable consumption has a beneficial effect on bone mineral density in mature aged men and women.
5. Keep a supply of ready to eat, healthy snacks handy in your cupboard or refrigerator.
6. Cheese, milk, eggs, fish and baked beans are a great alternative source of protein if eating meat is difficult. Remember, cooking meat in a slow cooker makes it tender and easier to eat.
7. Help your appetite and digestion – enjoy a meal with friends in a relaxing, pleasant environment.
8. Diets are not for life. Seniors have specific dietary needs. Review your diet regularly with your doctor / nutritional health professional.



# Charter of Aged Care Rights

## Consumers

As a consumer, you have the option of signing the Charter of Aged Care Rights (the Charter). You can receive care and services even if you choose not to sign.

If you decide to sign the Charter, you are acknowledging that your provider has given you:

- information about your rights in relation to the aged care service;
- information about your rights under the Charter; and
- a copy of the Charter signed by your provider.

## Providers

Under the aged care law, providers are required to encourage all consumers to sign the Charter. You must give consumers a copy of the Charter that sets out:

- the consumer (or authorised person)'s signature (if they choose to sign);
- the full name of the consumer (and authorised person, if applicable);



# Charter of Aged Care Rights

I have the right to:

1. safe and high quality care and services;
2. be treated with dignity and respect;
3. have my identity, culture and diversity valued and supported;
4. live without abuse and neglect;
5. be informed about my care and services in a way I understand;
6. access all information about myself, including information about my rights, care and services;
7. have control over and make choices about my care, and personal and social life, including where the choices involve personal risk;
8. have control over, and make decisions about, the personal aspects of my daily life, financial affairs and possessions;
9. my independence;
10. be listened to and understood;
11. have a person of my choice, including an aged care advocate, support me or speak on my behalf;
12. complain free from reprisal, and to have my complaints dealt with fairly and promptly;
13. personal privacy and to have my personal information protected;

14. exercise my rights without it adversely affecting the way I am treated.

Consumer	Provider
Signature	Signature
Full Name of Consumer	Name of Provider <b>Meals on Wheels Rockhampton</b>
Full Name of authorised person (if applicable)	Date staff member gave a copy of the Charter to the consumer / /
	Date Staff member encouraged the consumer to sign the Charter / /



- your signature;
- the date on which you gave the consumer a copy of the Charter; and
- the date on which you encouraged the consumer (or their authorised person) to sign the Charter.

The provider will need to retain a copy of the signed Charter for their records.

## WHAT ABOUT DIABETES?

Research shows that sugar free diets are no longer required for a person with diabetes. This means that people with diabetes can safely enjoy foods that contain a small amount of sugar and do not need to be on a special diabetic diet.

For example, having sugar in coffee or tea, honey or jam on toast, a piece of cake or dessert is okay in moderation. This allows a variety of foods to still be enjoyed, which in turn benefits appetite and food intake.

Restricting food intake in order to control blood glucose levels is not recommended for frail older people. Restrictive diets could mean that not enough food is being eaten resulting in poor nutrition and weight loss. If blood glucose levels are high, a review of medication may be a better alternative than restricting food intake.

Instead, frail older people with diabetes should be encouraged to eat regular meals and snacks. Carbohydrate foods contain starch and sugar that affect blood glucose. Spreading carbohydrate foods throughout the day by including them at each main meal or snack time may help with blood glucose control. If sugar and carbohydrates are not regularly consumed, it can actually cause low blood glucose levels.

Carbohydrate foods with a low glycaemic index (GI) are good choices as they take longer to break down to glucose during digestion. This can aid in better blood glucose control. The GI of a carbohydrate food is not determined by its sweetness.

It is important to realise that it would be difficult to have only low GI carbohydrates in a well-balanced diet. Having at least one low GI food at each meal and snack time would be a good start.

Meals on Wheels provides meals that are suitable for clients with diabetes. If you have diabetes, the most important step for helping control your blood glucose level is to make sure that you eat three meals and three snacks to spread the carbohydrate evenly over the day.

**Source:** *Eating Well, A Nutrition Resource for Frail Older people and their Carers* (2010) North Sydney Central Coast Area Health Service.

## PREVENTING FALLS IN THE ELDERLY

Falls can happen to anyone, but, unfortunately, as you grow older falls can become more common and you are more likely to injure yourself.

Most elderly people fall in and around the home. Falls are also common in aged care homes. If you have a serious injury it can lead to a change in where you live.

The good news is that there are a number of things you can do to help prevent falls and minimise your injuries if you do fall. Knowing your risk factors and taking a few precautions is a good start.



### What can I do to reduce my risk of falling?

Things you can do to reduce your risk of falling include:

- eating healthy and nutritious food
- drinking enough fluids
- maintaining a healthy and active lifestyle, with regular exercise to prevent your muscles weakening and joints stiffening such as tai chi
- taking medication only as prescribed
- wearing the right shoes – comfortable, firm-fitting, flat shoes with a low wide heel, laces, buckles or Velcro fastenings and rubber soles that grip
- wearing slippers which are good fitting

- not walking in socks
- making sure clothing is not too long causing a trip hazard (touching the floor)
- hazard proofing your home to make it as safe as possible – removing slip or trip hazards like loose rugs or mats and repairing or replacing worn areas of carpets
- wiping up spills immediately
- making sure there is adequate lighting, especially at night
- using your walking aid at all times
- installing grab rails in the bathroom
- keeping pathways in good repair and clean
- marking the edge of steps so they are easy to see.

Home maintenance and modification services may also help prevent falls by making your home safer and more secure.

This may include installing:

- grab and shower rails
- hand rails
- ramps and other mobility aids
- emergency alarms and other safety aids.

## What causes falls in the elderly?

As you grow older, changes in your body such as vision problems, weakening muscles and stiffening joints can increase your chances of falling. Falls can also be a sign of a new health problem, medication side effects or balance problems. Even short-term illnesses (such as the flu and other infections) or surgery can temporarily increase the risk of falling.

If you've had a fall in the past six months, your chances of falling may be increased. There are many factors that can increase the risks of falling.

These include:

- Home hazards
  - poor footwear such as loose slippers or shoes that don't fit properly
  - indoor hazards such as internal steps, rugs on the floor, slippery tiles in the bathroom, inadequate lighting between the bed and the bathroom or toilet at night
  - hazards in the garden and outside areas of the house such as outside steps which don't have handrails or are slippery, and uneven footpaths



- Sensory and balance problems
  - muscle weakness
  - low vision or blindness
  - poor balance
  - reduced sensation
- Medicines
- Chronic diseases
  - stroke
  - incontinence
  - Parkinson's disease
  - low vision or blindness
  - dementia
  - delirium
  - hypotension (low blood pressure)

- diabetes
- arthritis
- anxiety
- depression
- osteoporosis

## Who can help?

If you need to find health professionals in your local area, you may find the following helpful:

- Doctors - use the National Health Services Directory  
P | 1800 022 222
- Physiotherapists - use the database of physiotherapists maintained by the Australian Physiotherapy Association  
P | 1300 306 622
- Podiatrists - use the database of podiatrists, maintained by the Australian Podiatry Association QLD Inc  
P | 07 3832 4704
- Occupational therapists - use the database of occupational therapists maintained by Occupational Therapy Australia  
P | 1300 682 878
- Optometrists - use the database of optometrists maintained by the Optometry QLD / NT  
P | 07 3839 4411

For more information about preventing falls in the elderly, including fall-proofing yourself, fall-proofing your surroundings and what to do in the event of a fall, download the Don't fall for it. Falls can be prevented! guide from the Department of Health website.

*This section of the Client & Carers Guide has been provided by the Commonwealth of Australia and is:*

*Copyright © Commonwealth of Australia ABN:36 342 015 855*



# Charter of Aged Care Rights

I have the right to:

1. safe and high quality care and services;
2. be treated with dignity and respect;
3. have my identity, culture and diversity valued and supported;
4. live without abuse and neglect;
5. be informed about my care and services in a way I understand;
6. access all information about myself, including information about my rights, care and services;
7. have control over and make choices about my care, and personal and social life, including where the choices involve personal risk;
8. have control over, and make decisions about, the personal aspects of my daily life, financial affairs and possessions;
9. my independence;
10. be listened to and understood;
11. have a person of my choice, including an aged care advocate, support me or speak on my behalf;
12. complain free from reprisal, and to have my complaints dealt with fairly and promptly;
13. personal privacy and to have my personal information protected;
14. exercise my rights without it adversely affecting the way I am treated.

Consumer	Provider
Signature	Signature
Full Name of Consumer	Name of Provider
Full Name of authorised person (if applicable)	Date staff member gave a copy of the Charter to the consumer / /
	Date Staff member encouraged the consumer to sign the Charter / /



# Charter of Aged Care Rights

## Consumers

As a consumer, you have the option of signing the Charter of Aged Care Rights (the Charter). You can receive care and services even if you choose not to sign.

If you decide to sign the Charter, you are acknowledging that your provider has given you:

- information about your rights in relation to the aged care service;
- information about your rights under the Charter; and
- a copy of the Charter signed by your provider.

## Providers

Under the aged care law, providers are required to encourage all consumers to sign the Charter. You must give consumers a copy of the Charter that sets out:

- the consumer (or authorised person)'s signature (if they choose to sign);
- the full name of the consumer (and authorised person, if applicable);
- your signature;
- the date on which you gave the consumer a copy of the Charter; and
- the date on which you encouraged the consumer (or their authorised person) to sign the Charter.

The provider will need to retain a copy of the signed Charter for their records.

ADA Australia's guardianship advocacy service supports people whose decision making capacity is being questioned by:

- Providing applications for new guardianship and administration orders.
- Reviewing existing guardianship and administration orders.
- Providing support for adults at Queensland Civil and Administrative Tribunal (QCAT) hearings regarding guardianship and administration matters.

ADA Australia services are:

- Free of charge
- Consumer directed
- Confidential
- Independent
- Available throughout Queensland

An advocate can support you in a way that represents your view and wishes by working with you.

An advocate will listen to you and provide you with information and options to assist you to resolve your service-related issue. Advocates will respect your privacy and confidentiality during discussions they have with you.

ADA Australia welcomes referrals from any interested party however advocacy support is consumer directed at all times, the advocate will only represent the interests of the adult whose care or rights are in question with their permission, where able.

FREECALL 1800 818 338 (outside Brisbane)

Ph: (07) **3637 6000** (Brisbane area)

Email: [info@ADAAustralia.com.au](mailto:info@ADAAustralia.com.au)

## COMPLAINTS AND FEEDBACK ABOUT YOUR SERVICE

If you feel comfortable, you are encouraged to raise your concern or complaint with your provider first, as this is often the best way to have your issue resolved quickly. All providers must have a complaints management and resolution system in place.

You may seek support from family, a friend or an independent advocate in making a complaint.

If the provider is unable to resolve your concern or complaint, then you should seek further support.

## AGED CARE

The Aged Care Quality and Safety Commission provides a free service for anyone who wishes to make a complaint about an Australian Government funded aged care service.

When you first contact the Aged Care Quality and Safety Commission they will promptly acknowledge your complaint. One of their complaints officers will assess your concerns, record your information and discuss your options and their complaints process.

In raising a complaint, you have the right to expect:

- your personal information will be handled appropriately
- to be informed about the process and involved in decisions that affect you
- to be treated with dignity and respect
- good quality care for the person receiving aged care
- to be informed about your review rights.

The Aged Care Quality and Safety Commission will work with you and your service provider to reach the best outcome as quickly as possible. When you contact them they will talk about the different approaches that may use to resolve your concern or complaint and what you can expect.

## **How do I contact the Aged Care Quality and Safety Commission?**

Online: [agedcarequality.gov.au](https://agedcarequality.gov.au)

Phone: 1800 951 822

In writing address your written complaint to:

Aged Care Quality and Safety Commission

GPO Box 9819, (Your capital city and state or territory)

## **NDIS**

A complaint can be made to the NDIS Commission by:

- Phoning: 1800 035 544 (free call from landlines) or TTY 133 677  
Interpreters can be arranged.
- National Relay Service and ask for 1800 035 544
- Completing a complaint contact form.

The NDIS Commission can take complaints from anyone about:

- NDIS services or supports that were not provided in a safe and respectful way
- NDIS services and supports that were not delivered to an appropriate standard
- how an NDIS provider has managed a complaint about services or supports provided to an NDIS participant

As well as dealing with complaints, the NDIS Commission works to educate providers about delivering quality and safe supports, and effectively responding to complaints. If a complaint raises a serious compliance issue, the NDIS Commission has powers to take action.

For more information visit:

<https://www.ndiscommission.gov.au/about/complaints>

## Useful Numbers

Commonwealth Home Support  
Programme (CHSP)  
Aged Care information Line &  
ACAT Assessment (My Aged Care)  
1800 200 422  
[www.myagedcare.gov.au](http://www.myagedcare.gov.au)

**Aged Care Quality & Safety  
Commission**  
**1800 951 822**  
**[www.agedcarecomplaints.gov.au](http://www.agedcarecomplaints.gov.au)**

**The Australian  
Centre for Grief and  
Bereavement** 1800 22 22 00  
[www.aged.grief.org.au](http://www.aged.grief.org.au)

**Dementia Australia** 1800 699 799  
**Phoenix Australia**  
[www.phoenixaustralia.org/resources/  
aged-care-covid-19-grief-and-trauma](http://www.phoenixaustralia.org/resources/aged-care-covid-19-grief-and-trauma)

**Beyond Blue  
Coronavirus Mental  
Wellbeing Support  
Service** 1800 512 348  
[www.coronavirus.beyondblue.org.au](http://www.coronavirus.beyondblue.org.au)

**Lifeline** 13 11 14

**Head to Health**  
[www.headtohealth.gov.au](http://www.headtohealth.gov.au)

**Anglicare** 1300 785 853

**Blue Care**  
General Enquiries 1300 258 322  
Care & Support 1300 258 322  
Residential Care 1800 838 929

**Carers Advisory  
Service** 1800 242 636

**Commonwealth  
Respite & Carelink  
Centre** 1800 052 222

**QLD Aged &  
Disability Advocacy** 3637 6000

**Community Health  
Centre** 3263 0871

**Domestic Violence  
Helpline** 1800 811 811

**Elder Abuse  
Prevention Helpline** 1300 651 192

**QLD Health** 3234 0111

**Domestic Violence  
Helpline** 1800 811 811

**Salvo Care Line** 3831 9016

**Seniors Enquiry Line** 1300 135 500

**Medication Help Line** 1800 330 066

**Veterans Affairs Dept** 13 32 54

**Veterans Home Care  
Service** 1300 550 450

## Dementia Services

**Alzheimer's  
Association Qld** 1800 639 331  
(24 hour helpline)

**Alzheimer's Australia** 3895 8200

**Brain Injury Assn** 1800 673 074

**National Dementia  
Helpline** 1800 100 500

**Ozcare Dementia  
Advisory & Support  
Services** 1800 692 273

## Domestic & Personal Assistance

**Centacare** 1300 523 985

**Bolton Clark** 1300 221 122

**Livebetter  
Community  
Services** 1800 580 580

**Ozcare** 1800 692 273

**Suncare  
Community  
Service Inc** 1800 786 227

**Carinity Home  
Care** 1300 109 109

**Prescare Home  
Care Services** 4921 7600

### Hospitals

Rockhampton Base Hospital	4920 6211
Mater Hospital	4931 3313
Hilcrest Private Hospital	4932 1321

### Home Maintenance

My Aged Care	1800 200 422
Home Assist	1300 550 654
RSLS Home Care	1300 796 111
St Vincent de Paul Society	3010 1000
Centacare	1300 236 882
Anglicare	1300 610 610

### At Home Nursing & Short Term Care

Blue Care	1800 838 929
Bolton Clark At Home Services	1300 221 122
Benevolent Aged Care	4837 0300
McAuley Nursing Home	4921 3867
Shalom Village	4923 9500
Mercy Aged Care Services	4927 0127

### Residential Support Program

Centacare	1300 236 822
-----------	--------------

### Respite Care

Alzheimer's QLD	1800 639 331
Blue Care	1300 874 531
Carers Qld	1800 242 636
Suncare Community Services	1800 786 227

### Transport

Black & White Cabs	13 10 08
Maxi Taxi	13 32 22
Yellow Cabs	13 19 24

### Notes

*This information is provided for reference purposes only.  
Meals on Wheels Rockhampton does not endorse any of the organisations listed*

# Run by the community for the community

More  
than just  
a meal



**Meals on Wheels**  
Rockhampton

*Meals on Wheels Rockhampton is supported by the Australian Government Department of Health.*

*"Although funding for this Client and Carers Guide has been provided by the Australian Government, the material contained herein does not necessarily represent the views or policies of the Australian Government".*

**All information is correct at the time of publication August 2021**