

New Aged Care Quality Standards

The Australian Government has set some new Aged Care Quality Standards that clearly define what good care should look like. Meals and Wheels Central Coast are required to be compliant with these standards from 1 July 2019.

The new Standards make it easier to check that people receive good care. Good care is not about Meals on Wheels 'ticking boxes'. It's about us caring for you and your individual needs.

Each Standard says what you, the consumer, can expect. Meals on Wheels has to meet an "outcome" for you and they have to demonstrate how they are meeting that outcome.

There are eight standards, and each one is about an aspect of care that contributes to your safety, health and well-being:

1. Consumer dignity and choice
2. Ongoing assessment and planning with consumers
3. Personal care and clinical care
4. Services and supports for daily living
5. Organisation's service environment
6. Feedback and complaints
7. Human resources
8. Organisational governance

Most people know what good care feels like. The staff are friendly and respectful, and they respond to your particular needs. You are well cared for by people who know their jobs. You have people to talk to about the things that matter to you. The organisation providing the care is well-run.

It doesn't matter who you are, where you live, your life experience, identity, beliefs or culture. Every person receiving care has a right to be treated with dignity and respect, and to have their personal and clinical needs attended to.

If you believe your care isn't up to the standard that you expect, please let us know. Raising concerns isn't 'being difficult', it's a normal part of service delivery.

You and your family should feel comfortable that you can raise questions and issues with us if you feel your care isn't up to Standard. If you don't feel comfortable talking about these issues with one of our staff members, you can contact the Commission and other services may be able to help you.

- You can contact us to give feedback about the quality of care and services you have received. This is different to making a complaint. This information helps us in accrediting, assessing and monitoring services against the quality standards. To provide feedback, please call us on 4357 8444 or email us admin@ccmow.com.au
- You may also make a complaint or provide feedback to the Aged Care Quality and Safety Commission on 1800 951 822 or email them at Audit.Feedback@agedcarequality.gov.au.

If you're not sure about raising an issue, advocates are available who can help you work out what your rights are and what your options may be. You can speak to an advocate by calling 1800 700 600 or visiting the Older Persons Advocacy Network (OPAN) website.

New Menu Coming Soon!



Our 2019 - 2020 Menu will be distributed over the next few weeks. This menu has so much variety, with gluten free, low fat, low salt, dairy free, lactose free and vegetarian options for you to choose from.

There has been a slight price increase however this is minimal and we continue to offer you great value for money.

The Menus will be sent out with your regular order from mid to late July.

Centrepay Now Available

We now have another option available for payment of your statements. Centrepay is a free billing service administered by the Australian Government Department of Human Services. You can utilise Centrepay to make payments for things such as rent, electricity and phone and now your meals! Centrepay is an extremely easy way to pay for your meals and it's worry free. No longer do you have to wonder when your statement is coming as your payment to us will come out of your elected Centrelink benefit. You nominate the amount, and the regularity of payment ... what could be simpler!

To set up this method of payment, ask your Client Services Officer for a Meals on Wheels Central Coast Centrepay Authority Form. Once completed and processed by the Department of Human Services, you can sit back and know that payment for your meals is being made. If you have any questions regarding Centrepay, please contact Ashleigh on 4357 8444 or email accounts@ccmow.com.au.

Celebrate Christmas in July at our Community Restaurants

Christmas in July is coming to our Community Restaurants.

During the week commencing 22nd July, our Bateau Bay, Woy Woy and West Gosford Community Restaurants will be serving up a delicious festive feast.

For more information, contact Lorraine (Bateau Bay and West Gosford) on 0427 026 229 or Elaine (Woy Woy) on 4341 6699.



Do you have family or friends who would appreciate no fuss meal times? Coast Cuisine offer free delivery of pre prepared meals from one end of the Central Coast to the other. Convenient, easy, and delicious.

All proceeds support Meals on Wheels Central Coast, so they're not only making meal times quick and easy, they're helping locals in need!

Spread the word about Coast Cuisine today. No contracts or referrals by My Aged Care or NDIS required.

