

# Meals on Wheels - Tweed

## FAQ's

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### **How does Meals on Wheels work?**

Meals on wheels has been a part of the Australian way of life for the past 60 years. Meals on wheels services are community based organisations that assist the older members of our community to remain in their own homes for as long as possible. This service is a part of the assistance that can be provided to help the older members of our community.

Funding for Meals on Wheels is provided by the Federal Government under Home and Community Care (HACC) as part of the Social Services Department.

### **Who is eligible to receive assistance from Meals on Wheels?**

Eligibility for Meals on Wheels is the same as for all HACC services, that is;

The Commonwealth HACC program is directed towards assisting:

- Frail older people with functional limitations as a result of moderate, severe and profound disabilities: and
- The unpaid carer's of these frail older people.

Older people are defined as people aged 65 years and over and Aboriginal and Torres Strait Islander people aged 50 years and over.

### **How can I start to receive the meal delivery service?**

Meal deliveries can be arranged by calling in to the office in Kingscliff, or by telephoning. There are just a few questions that we need to ask to get you started.

### **What do the meals cost?**

The pricing for the meals is set out on the menu, please refer to the menu guide.

### **Is there a minimum order, or a delivery fee?**

There is no minimum order and no delivery fee. We rely on our wonderful volunteers to deliver our meals.

### **Who are Tweed Community Support Inc?**

Tweed Community Support Inc are a community based Not for Profit organisation that manages the sourcing, purchase and distribution of nutritional meals for our clients. We also carry out Social Support as part of our Other Food Services program. Refer to the Social Support page for further details.

Tweed Community Support is also known as Meals on Wheels Tweed. This is the name we have registered with NSW Meals on Wheels. We are also known as Meals on Wheels Kingscliff as we are based in Kingscliff.

**What can I expect from Meals on Wheels?**

We use volunteers from the local community. We expect our volunteers to be courteous and helpful. You should expect that we have carried out checks on the background of all our volunteers to ensure that they meet our stringent requirements.

You should also expect that we will provide you with nutritional meals that are tasty and offer a balanced nutritional intake.

**Do I need a referral from a Doctor or hospital?**

No, you do not require a referral from a Doctor or hospital.

**Can I collect meals from the office?**

Yes, you can collect meals direct from our office in Turnock Street, Kingscliff. We are open Monday to Friday from 8:00am to 4:00pm.

**How do I become a volunteer?**

If you would like to assist with the work we do we have a spot for you on our team. You can call in and offer your services or contact us by phone or email.

**What if I am not happy with the service?**

As a client we understand that there may be times when things don't work out to your satisfaction. If this happens then please let the office Manager know so that the problem can be resolved. Please don't tell the volunteers who deliver the meal as they have plenty to do and may not remember to pass your concerns on.

If you are not happy with the outcome then Tweed Community Support will assist you in contacting the Aged Care Complaints Scheme, or you can contact them direct on 1800 550 552.