

MEALS ON WHEELS



Provides nutritional meals on a daily basis to frail aged and disabled clients.

Meals can be arranged for those recuperating from an illness or operation. Carers may also use this service as a short term means of assistance. All dietary requirements are considered.

Referrals are accepted from any member of the community. Assessment is completed by the Coordinator.

Meals can be provided 7 days per week - Frozen meals are available.

Cost of meal - \$8.50 (includes sweets)

Payment is collected fortnightly.

Direct debit can also be arranged.

Isolated areas are catered for by way of frozen meals, delivered weekly/ fortnightly.

COMPLAINTS

Werris Creek Home Support welcomes feedback from Consumers. Feedback or complaints may be either verbal or in writing.

Please address any such correspondence to the Coordinator.

Although funding is provided by the Australian Government, the material contained herein does not necessarily represent the views or policies of the Australian Government.

HOW TO FIND US -

Visit the Home Support Office at:

Werris Creek Multi Purpose Service

North Street

WERRIS CREEK

HACC Coordinator

Clare Stewart

Office Hours

Monday 8.30am - 2.30pm

Tuesday 8.30am - 2.30pm

Wednesday 8.30am - 2.30pm

Meals On Wheels Coordinator

Jeanette Marr

Office Hours

Thursday 8.30am - 2.30pm

Friday 8.30am - 2.30pm



HOME SUPPORT SERVICE

PO BOX 53

WERRIS CREEK NSW 2341

PHONE/FAX: 02 67 687505

If the office is unattended please leave a message on the answering machine and we **WILL** return your call.

Interpreting Services are available 24 hours by phoning - **131450**

Reviewed 12/2016

COMMONWEALTH HOME SUPPORT PROGRAM (CHSP)

This service is funded by the Australian Government
Department of Social Services



PO BOX 55

NORTH STREET

WERRIS CREEK 2341

PHONE/FAX 67 687505

Email: wchacc@people.net.au



MY AGED CARE

PHONE : 1800 200 422

HOME SUPPORT SERVICES

CARERS CUPPA

Meets monthly at the Werris Creek Pharmacy.

Outings, Guest Speakers, Respite Information



MENS GROUP

Meets each month. Outings.

Cost - Bus donation (dependent on destination)

Lunch at own expense.

CRAFT GROUP - meets monthly

- HOME VISITING
- OUTINGS
- APPOINTMENTS ASSISTANCE
- CARERS WEEK PROGRAM
- SENIORS WEEK PROGRAM
- NEWSLETTERS
- HEALTH INFO DAYS
- REFERRALS TO OTHER HACC SERVICES
- SHOPPING ASSISTANCE

WHEELCHAIR HIRE

A portable wheelchair and walker is available for daily/short term use.

INFORMATION

A vast array of brochures, booklets and DVD's is available from the office

TRANSPORT

- **SHOPPING ACCESS BUS** - runs every second Friday transporting passengers to the local shopping centre. A Carer is always present to assist where needed. Cost \$4.00
- **TAMWORTH APPOINTMENT BUS** - runs last Monday of each month. Staff always present to assist. Priority given to passengers with appointments however spare seats may be available for shoppers. Cost \$5.00
- **ONE ON ONE TRANSPORT** is available when required. Cost varies according to destination.
- **OTHER BUSES** run regularly from other Centres via Werris Creek. Please contact Coordinator for details and timetables.



AM I ELIGIBLE

In the first instance, new Clients should call the My Aged Care Contact Centre on **1800 200 422** for initial screening. Should you be deemed eligible for service you will be referred to the Regional Assessment Staff for a full assessment. If you would like more information regarding this process, or require assistance to access this service please do not hesitate to call or visit the Werris Creek Home Support Office.

At times we may not be able to provide assistance for you however, we can refer to other agencies or provide information that may be helpful.

Our aim is to assist the frail aged and disabled members of our community to live at home for as long as is practical.

We also provide services and support for the carers of these people.

CONFIDENTIALITY

The only information held by Home Support Services will be that necessary to provide safe and comfortable services. You have the right to withhold information for privacy reasons.

Some of your information will be passed on to government in data collections. Identifying information such as name and address will **not** be passed on.

Your information will be kept secret at all times. You have the right to read any personal information about you held by this office. Just ask your Coordinator.