

Conditions of Service Form

1. Collection and use of personal information

Meals on Wheels Brisbane South (we) collect personal information to provide our meal services to you.

We collect this information directly from you, but in some cases, your personal information may be provided to us by a third-party referrer such as General Practitioner or Aged Care Service Provider.

We collect, use and protect your personal information in accordance with the Privacy Act 1988 (Cth) and our policies.

Meals on Wheels Brisbane South provides non-identifying client information to Queensland and Commonwealth Government departments as part of our funding agreements. This information is used for statistical and reporting purposes.

Should an emergency arise in a Meals on Wheels visit, we may release your personal information to medical professionals and your nominated contacts.

We will not share your personal information with any other parties except as necessary to perform the services that you have authorised us to do or as permitted or required by law.

2. Welcome Pack

When starting with Meals on Wheels, you receive a Welcome Pack and we ask you spend time reviewing the documents. If you have any questions, please ask your service coordinator.

The Welcome Pack includes the Aged Care Charter of Rights (outlining your rights when receiving meals from us), and information on:

- appointing an advocate
- accessing translation and interpretation services
- general emergency contacts and
- our feedback and complaints process.

3. Your Dignity of Risk and our Duty of Care

At Meals on Wheels, we uphold **Dignity of Risk**, meaning you have the right to live the life you choose, even if your choices involve some risk (as per Aged Care Quality Standards).

If you have received medical advice that you need textured modified meals or have certain allergies or intolerances and you choose not to follow that advice, we will comply with your choice. However, you will be required to sign a form indicating you are aware and are making the choice of your own free will.

We comply with food safety standards, to ensure our food is stored, prepared and delivered safely to you. We also have a **Duty of Care** to prevent or minimise harm to you and our staff.

This means that even if you request and accept the risk of having meals delivered when no one is home, Meals on Wheels are not able to do so. We will however work with you towards a suitable alternative arrangement.

Please turn over

4. Storing meals

When meals are delivered:

Hot meals should be eaten straight away.

Chilled meals must be kept refrigerated below 4°C. Chilled meals can only be reheated once. Throw away any leftovers.

Frozen meals must be stored in the freezer below -18°C. Once thawed you cannot refreeze. Use defrosted meals within 24 hours.

All meals have the use by date stamped on them.

If no-one is home on delivery, we cannot leave any meals. However, if arranged by 9am on delivery day, we can:

- leave **chilled** and **frozen** meals with a neighbour
- cancel your delivery free of charge
- have your **chilled** and **frozen** meals ready for pick up from our office

5. Media consent

Meals on Wheels Brisbane South carries out marketing activity, such as news articles and social media videos and photographs, to maintain a positive profile in the community. We are seeking your consent to use your image in this way.

Yes, I give media consent

No, I do not give media consent

6. Payments

Invoices are issued monthly via email or with your meal delivery. Payments can be made via:

- Direct Deposit
- EFTPOS at the office or on delivery
- Cash at the office or on delivery
- Cheque at the office or on delivery

You can always suspend or cancel at anytime by phone, email or note to your delivery driver.

If you are having difficulty paying your invoice, please contact your service as soon as possible. You may be eligible for financial hardship help and we will work towards a payment arrangement.

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Please sign this form acknowledging you understand and accept the **conditions of service**.

NAME (please print): _____

SIGNATURE: _____

DATE: _____