

DUTY OF CARE POLICY & PROCEDURE

Whilst respecting and supporting the rights of older people and people with disabilities to make informed choices, Meals on Wheels Brisbane South your deliverer, must make you aware of the dignity of risks & **Duty of Care** that must be upheld – to prevent or minimise harm to the participant and their staff.

The safety of the participant and the staff are considered in conjunction with risk taking and if required takes priority over risk taking, privacy and confidentiality. This is also to satisfy Legislative Health, Hygiene and Food Safety Standards.

By adhering to this policy and the processes associated with this, all employees will be complying with the Aged Care Quality Standards (Standard reference: 7 & 8 (3) b c: Information management, continuous improvement, financial governance, workforce governance, including the assignment of clear responsibilities and accountabilities, regulatory compliance, feedback and complaints).

Procedure

Clients will always be supported to make informed choices and decisions about the meals they receive. This may require the support they receive from a family member or representative or professionals. Informed decision making involves a general awareness of the consequences of the decision which needs to be made voluntarily and without coercion.

If Meals on Wheels Brisbane South have serious concerns about the clients ability to make an informed decision, we may seek confirmation from a family member or representative or when necessary request advice from a qualified health professional.

If there is no one home to take delivery of your meal, it is preferable if one of the following procedures are adopted:

- **Make arrangements for your meal to be delivered to a neighbour's home**
- **Easy access to a refrigerator**

At no time can meals be left in an Esky or cold bag if no one is home. This ensures no food contamination can occur.

It must be stressed that, when **FROZEN MEALS** are ordered to be delivered over holiday breaks, somebody **MUST** be at home to take delivery of the meals and place them in the freezer immediately.

You will note that the date the meal has been cooked, delivered to you, and use by date is already stamped on the containers.

Please sign below acknowledging you understand your rights and the risks when making informed choices and changes to your meals. We thank you for your cooperation.

I have read the above notice regarding DUTY OF CARE with regards to delivery of meals by Meals on Wheels Brisbane South.

SIGNED: PRINT NAME:

ADDRESS:

DATE: