





# Hello,

Here's the answers to some of your questions!



## What is Rockdale Meals Service (RMS)?

It is a community food service provided by Rockdale City Council and funded by the State and Federal Governments through Home & Community Care (HACC). Monies are distributed at a state level by the Department of Ageing Disability & Home Care (DADHC).

We provide a variety of food services to local residents who are either temporarily or permanently unable to prepare meals at home.



## Am I eligible to receive the service?

YES, if:

- ▶ You are frail/aged
- ▶ Have a disability **OR**
- ▶ Carer of the above



## How can I arrange for the service?

By **EITHER**

- ▶ You **OR**
- ▶ A Family Member
- ▶ Friend/Neighbour
- ▶ Doctor/Hospital
- ▶ Community Service



Ringling RMS on 02 9502 3198 or 9562 1629 and provide the necessary information/requirements.



## What area does Rockdale Meals Service cover?

All of the local Government area. If you are uncertain, just call RMS and we will guide you to your local contact.



## When are the meals delivered?

Meals are delivered to your door by volunteers, weekdays **between 9am-10.30am or 11am-12.30pm.**

Weekend and bulk frozen meals are distributed weekly.



## What happens if I go out?

You can cancel your meal by phoning the office on 02 9502 3198 or 9562 1629 **before 10am** on the day before your meal is to be delivered.



## What meal choice is available?

- ▶ A multi-choice three-course meal
- ▶ All Day Pack
- ▶ Frozen Meals
- ▶ Finger Food
- ▶ Supper Pack

**Vegetarian Cosmopolitan & Gourmet Menus Available**



## What happens if I have special dietary needs?

We are aware that our clients have different needs. This may be due to medical, cultural or religious reasons but be assured we have the experience and expertise to cater for you.

**Never be afraid to ask. RMS is there for you.**



## If I have a problem communicating my wishes, what happens?

If the difficulty is with language we will arrange for a translation of either text or speech.

If you need to resolve a problem and do not feel confident to approach this yourself, an advocate will be appointed to speak on your behalf.

This is treated with the utmost confidence.