



04. SERVICES AND SUPPORTS FOR DAILY LIVING : POLICY AND PROCEDURE

SECTION 4: SERVICES AND SUPPORTS FOR DAILY LIVING

TABLE OF CONTENTS

SECTION 4: SERVICES AND SUPPORTS FOR DAILY LIVING	i
Table of Contents	i
4.1 Overview	1
4.1.1 Consumer Outcome	1
4.1.2 Organisation Statement	1
4.1.3 Our Policy.....	1
4.1.4 Responsibilities	1
4.1.5 Monitoring Consumer Dignity and Choice	2
4.1.6 References	2
4.1.7 Definitions	2
4.2 Ensuring Safe and Effective Services	3
4.2.1 Delivering Safe and Effective Services	3
4.2.2 Promoting Consumers' Cultural, Spiritual, and Emotional Wellbeing	3
4.2.3 Consumer Participation in Community	3
4.2.4: Communication of Consumer Information.....	3
4.2.5 Consumer Referrals.....	3
4.2.6 Quality Meals	3
4.2.7 Equipment Safety and Maintenance	3
4.3 Commonwealth Home Support Program Services	4
4.3.1 Social Support - Group.....	4
i) Overview	4
ii) Planning.....	4
iii) Conducting activities.....	4
4.3.2 Transport	5
i) Overview	5
ii) Arranging transport	5
iii) Recording transport.....	5
iv) Drivers	6
4.3.3 Domestic Assistance.....	6
i) Overview	6
ii) Arranging domestic assistance.....	6
iii) Support plan	6
iv) In the home	6
v) Recording domestic assistance	7
4.3.4 Personal Care	7

4.3.5 Meals	7
4.4 Home Care Packages.....	8
4.4.1 Consumer Directed Care.....	8
4.4.2 Services Provided	8
i) (Enter name of service)	8
4.5 Meals.....	9
4.5.1 Meal Plans	9
4.5.2 (A) Meals - Purchased Meals.....	9
i) Home delivered meals	10
ii) Centre delivered meals.....	10
iii) Kitchen records	10
iv) Meal plan reviews	10
v) Delivery of meals.....	10
vi) Action in the event of a consumer not at home to receive meal/s.....	11
vii) Meal plan reviews	11
viii Environmental processes	11
4.5.2 (B) Meals – Onsite Production.....	11
i) Meal service staff management.....	11
ii) Temporary staff shortages.....	11
iii) Staff/volunteer access to support	11
iv) Staff skills	11
v) Meal preparation.....	12
vi) Delivering meals	14
vii) Action in the event of a consumer not at home to receive meal/s.....	14
viii) Meal plan reviews.....	15
ix) Environmental processes.....	15

4.1 OVERVIEW

4.1.1 CONSUMER OUTCOME¹

"I get the services and supports that are important for my health and wellbeing and that enable me to do the things I want to do."

4.1.2 ORGANISATION STATEMENT²

Victoria Daly Regional Council Home Care provides safe and effective services and supports that optimise the consumer's independence, health, wellbeing and quality of life.

4.1.3 OUR POLICY³

- Each consumer receives safe and effective services and supports for daily living that meet the consumer's needs, goals and preferences and optimise their independence, health, wellbeing and quality of life.
- Services and supports for daily living promote each consumers emotional, spiritual and psychological wellbeing
- Services and supports for daily living assist each consumer to:
 - participate in their community within and outside the service
 - have social and personal relationships
 - do the things of interest to them
- Information about the consumer's condition, needs and preferences is communicated within the organisation, and with others where responsibility for care is shared.
- Timely and appropriate referrals to other providers, organisations and individuals
- Where meals are provided, they are varied and of adequate quality and quantity.
- Where equipment is provided it is safe, suitable clean and well maintained.

4.1.4 RESPONSIBILITIES

- Management develops processes and practices that achieve safe and effective care delivered in accordance with the consumer's needs, goals and preferences and ensures the employment of staff who are qualified and experienced in all aspects of the provision of personal and clinical care
- Staff follow policies and procedures, participate in development opportunities, and deliver services that are safe and effective and are delivered in accordance with the consumer's needs, goals and preferences
- Consumers and/or their representatives provide ongoing input on their needs and preferences for care and services.

¹ Australian Government Department of Health Standard 4: Services and Supports for Daily Living Aged Care Quality Standards June 2018

² Ibid

³ Based on the requirements for Standard 4: Services and Supports for Daily Living Aged Care Quality Standards June 2018

4.1.5 MONITORING CONSUMER DIGNITY AND CHOICE

Consumer dignity and choice processes and systems are regularly audited as part of our audit program and staff, consumers and other stakeholders are encouraged to provide ongoing feedback on issues and areas where improvements can be made (see 8.3.5 Corporate Calendar and 8.9 Continuous Improvement).

4.1.6 REFERENCES

- Australian Government Australian Aged Care Quality Agency *Aged Care Quality Standards Draft Guidance - Full suite* 2018
- Australian Government Department of Health *Aged Care Quality Standards* June 2018
- Australian Government Department of Health *Commonwealth Home Support Programme - Program Manual* 2018
- Australian Government Department of Health *Home Care Packages Program Operational Manual* December 2015
- Australian Government Federal Register of Legislation *Quality of Care Principles* 2014
- Australian Government National Health and Medical Research Council Australian *Guidelines for the Prevention and Control of Infection in Healthcare* 2010 (Currently being updated 2018)
- Queensland Government Department of Health in Consultation with the Australian Government Department of Health *Tool for the Development of a Food Safety Program for Delivered Meals Organisations* 2007

4.1.7 DEFINITIONS

1. Consumer refers to the consumer and their guardian and/or their representatives nominated by them
2. Support Worker refers to unregulated healthcare workers.
3. Support Staff refers to all staff involved in delivering services and care to consumers.

4.2 ENSURING SAFE AND EFFECTIVE SERVICES

Victoria Daly Regional Council Home Care provides supports for daily living under the CHSP and Home Care Packages. The following approaches apply to all services and care provided subject to funding program requirements.

The requirements for the Aged Care Quality Standards are discussed in the sections referred to below.

4.2.1 DELIVERING SAFE AND EFFECTIVE SERVICES

(See 2.3.5 Service Commencement and Assessment/iv) Delivering safe and effective services.)

4.2.2 PROMOTING CONSUMERS' CULTURAL, SPIRITUAL, AND EMOTIONAL WELLBEING

(See 1.3.3 Spiritual Support and 1.3.4 Emotional and Psychological Support.)

4.2.3 CONSUMER PARTICIPATION IN COMMUNITY

(See 1.4.4 Inclusion in Community.)

4.2.4: COMMUNICATION OF CONSUMER INFORMATION

(See 1.4.5 Consumer Communication and 2.5.5 Information Sharing.)

4.2.5 CONSUMER REFERRALS

(See 1.4.4 Inclusion in Community/iii) Referrals to other agencies.)

4.2.6 QUALITY MEALS

(See 4.5 Meals)

4.2.7 EQUIPMENT SAFETY AND MAINTENANCE

(See 5.5.6 Monitoring and Maintaining Equipment and Facilities.)

4.3 COMMONWEALTH HOME SUPPORT PROGRAM SERVICES

The following CHSP services are delivered by Victoria Daly Regional Council Home Care⁴:

4.3.1 SOCIAL SUPPORT - GROUP

i) Overview

Social Support – Group assists frail older people to participate in community life and feel socially included through structured, group-based activities that develop, maintain or support independent living and social interaction.⁵

Victoria Daly Regional Council Home Care Social Support Group program includes centre-based programs and outings. Transport is also provided (see 4.3.2 Transport). Consumers pay for their own meals on outings.

ii) Planning

Social support - group consumers are consulted regarding their activity and outing preferences through assessment, 1:1 discussions and group discussions. Consideration is given to the cultural, cognitive and functional abilities and wellness and reablement needs of consumers in the planning of activities.

The Team Leader and social support - group staff use feedback from consumers to assist them to plan activities including outings and in-centre activities on a monthly planning cycle; the month's activities are posted on the calendar in the centre. Outings are planned by the day centre staff and a risk assessment of the outing location is conducted that includes ensuring that the environment, facilities and location are suitable for the consumer group (see 5.4.3 Safety Audits External Venues). A consumer Details and Transfer Form is also completed and taken on all outings for use in the event of an emergency transfer being required.

Anecdotal feedback is sought after activities and noted by day centre staff to assist in the development of future activity plans. Social support consumers are also surveyed twice a year to determine their satisfaction with the programs/activities.

iii) Conducting activities

Supplies are purchased for in-centre activities such as crafts, games and social interaction. Pre-prepared meals (see 4.5.2 (A) meals - Purchased Meals) and morning and afternoon tea (prepared biscuits, cakes or fruit) are provided and are served by the centre staff, all of whom have completed food safety training. Consideration is given to food allergies, diet modifications and preferences and these are recorded on the consumer's records and in the kitchen.

On outings, an Activities Officer goes on the bus with the Volunteer Driver to assist in collecting consumers and takes the file with consumer details and transfer form, and a mobile phone with them.

(See 3.3 Medication Management for medication support for centre consumers.)

⁴ This section includes some examples of services delivered. Service providers should delete and add service types as necessary

⁵ Australian Government Department of Health Commonwealth Home Support Programme Program Manual July 2018 p 53

Attendance at the centre is recorded on the Centre Attendance Sheet along with transport and meal provision. This is returned to the Administration Team to enter into the Consumer Management System and for billing consumers.

Progress Notes are documented, if required, in the consumer file. Adverse Event Reports, Hazard Reports and Medication Error Reports are completed as required. Consumer satisfaction with activities and their participation is documented.

4.3.2 TRANSPORT

i) Overview

The transport service supports consumer access to the community.⁶ Victoria Daly Regional Council Home Care provides transport to consumers to:

- Attend social support-group activities in our centre and to external venues
- Conduct shopping
- Attend medical appointments and pay bills
- Access other community resources such as libraries, community groups and other resources that the consumer accesses to maintain community links and relationships.

The transport service is included in the consumer's Support Plan including any communication, mobility or other specific supports.

ii) Arranging transport

Consumers ring the Administration Team who book them into the Consumer Management System for transport appointments or the shopping bus. Consumers who are regular centre attendees have a permanent bus booking for pick up and drop off on their allocated centre days. Cancellations are also notified to the Administration Team.

A daily bus run to the city centre is scheduled for different areas of Victoria Daly Regional Council each day. Victoria Daly Regional Council Home Care vehicles (MPVs) are utilised for small group outings. Transport for appointments is also provided using Victoria Daly Regional Council Home Care vehicles; these services are generally scheduled but can also be provided on demand, but notice of at least the day before is preferred in order to avoid disappointment for the consumer in the event a vehicle or driver is not available. Carers are also welcome to accompany consumers when using the transport service.

The Administration Team are responsible for scheduling transport services and for ensuring the Transport Records are completed and returned and entered into the Consumer Management System.

iii) Recording transport

Transport services for social support are recorded on the Centre Attendance Sheet and all other transport is recorded on a Transport Record sheet maintained in each vehicle which is returned to the Administration Officer at the end of each week.

⁶ Australian Government Department of Health Commonwealth Home Support Program, Program Manual July 2018 p 56

iv) Drivers

Volunteer drivers are scheduled by the Team Leader Meals and Transport who uses the Consumer Management System to organise the schedules.

All drivers are volunteers who have the required police checks, current driver's license and a good driving history. The volunteer drivers are responsible for complying with our vehicle policy and for reporting any issues or concerns to the Team Leader Meals and Transport (see 5.5.7 Vehicle Policy). Each vehicle has a mobile telephone so that the bus driver can be contacted, and a First Aid Kit.

4.3.3 DOMESTIC ASSISTANCE

i) Overview

Domestic Assistance provides consumers with assistance with domestic chores to maintain their capacity to manage everyday activities in a safe, secure and healthy home environment.⁷ This service includes:

- Dishwashing
- House cleaning
- Clothes washing and ironing
- Shopping (unaccompanied)
- Bill paying (unaccompanied).

ii) Arranging domestic assistance

The Administration Team are responsible for scheduling domestic assistance services and for dealing with changes to the schedule and cancellations.

iii) Support plan

Support plans for domestic assistance clearly identify the tasks that need to be completed by the Support Workers and specify what tasks the consumer has agreed to do or assist with.

iv) In the home

On arrival at the consumer's home the Support Worker records the time of arrival on their Run Sheet, enters their arrival time on the Progress Notes and checks the Support Plan for tasks to be carried out and any special requirements for the consumer.

The support staff encourage and support the consumer to do their agreed tasks, being mindful of the importance of the consumer maintaining their independence. Support staff are instructed to only deliver the support specified in the Support Plan. If the consumer requests additional support the support staff telephone their supervisor for instruction. This is to ensure that any changes in the consumer's condition are noted and responded to.

On completion of the work the support staff enter any notes that need to be made in the Progress Notes and enter the time completed in the notes and on their Run Sheet.

(See also 2.5 Consumer Documentation and Information Sharing/2.5.3 Progress Notes.)

⁷ Australian Government Department of Health Commonwealth Home Support Programme Program Manual July 2018 p 38

v) Recording domestic assistance

The Administration Team are responsible for ensuring Support Worker's run sheets are completed and returned and entered into the Consumer Management System.

4.3.4 PERSONAL CARE

(See 3.2.3 Personal Care).

4.3.5 MEALS

(See 4.5 Meals.)

4.4 HOME CARE PACKAGES

4.4.1 CONSUMER DIRECTED CARE

Consumers who are provided support through a Home Care Package receive their support on a Consumer Directed Care (CDC) basis. The principles of this approach are described in Section 1: Consumer Dignity and Choice (see 1.3.1 Service Delivery Principles/ii) Home Care Package - Consumer Directed Care Principles).

4.4.2 SERVICES PROVIDED

Within a Consumer Directed Care Model, consumers choose the services and care they wish to receive. The only constraint is that the services are not outside the range of services specified in the guidelines for Home Care Packages. These are shown in Table 1.2.2 Range of Services Provided by Home Care Packages.⁸

Services provided under HCPs include:

- Social support – group, as per CHSP
- Transport, as per CHSP
- Domestic assistance, as per CHSP and
- Meals, as per CHSP.

The provisions around these service types, as shown in 4.3 Commonwealth Home Support Program Services (CHSP), apply to Home Care Packages with the following considerations:

- HCP services are at a higher level and consumers may receive greater quantities of service
- CHSP service constraints do not apply and services can be delivered more flexibly and with greater scope on what can be included in service types to meet the consumer's needs and preferences (subject to Table 1.2.2 Range of Services Provided by Home Care Packages).

Other services provided under HCPs include:

i) (Enter name of service)⁹

- (List key points related to each service type you deliver)

⁸ See Australian Government Federal Register of Legislation Quality of Care Principles 2014 Schedule 3 – Care and Services for Home Care Services Part 1 Care and Services

⁹ List other non-clinical services provided under Home Care Packages along with key points related to their delivery. Personal care and clinical services should be listed in Section 3: Personal Care and Clinical Care

4.5 MEALS

4.5.1 MEAL PLANS

Victoria Daly Regional Council Home Care provides prepared meals to consumers who are unable to prepare their own meals. Consumers have the option of a full cooked meal, juice and dessert.

Consumers who require a meal are referred to the Team Leader Food and Transport who liaises with them to determine food preferences, allergies and delivery preferences. This may be over the telephone if food is the only service being provided, or face to face if other services are provided.

Each consumer has a Meal Plan that is developed in consultation with them and/or their representative. In developing the Meal Plan:

- Consumers are advised of the type of menu choices available and make their selections
- For home delivered meals, consumers are given a choice of a daily week day delivery with weekend meals delivered on Fridays or one delivery for the whole week. All meals are frozen
- Individual dietary needs and preferences are considered, including allergies, need for assistive cutlery and modified diets
- Cultural preferences are explored and we endeavour to ensure meals are tailored to meet preferences
- Communication supports are identified and provided if possible
- Potential hazards for delivery staff are identified
- Action if the consumer does not respond to a scheduled visit is clarified.

The Team Leader Food and Transport maintains a record of this information on the Consumer Management System. A copy of the plan is sent out to the consumer with the first meal delivery. Consumers are advised to read the plan, sign it and advise the office if anything changes. The Meal Plan is included with the consumer's Support Plan if they are receiving other services.

Amendments to the Meal Plan identified after consumer reassessment and review are sent out with the next meal delivery.

All meals are delivered within the framework of dignity and choice detailed in Section 1: Consumer Dignity and Choice). Consumers are encouraged to provide feedback either verbally to staff, using a Tell Us What You Think form, completing surveys or lodging complaints. (See 8.9 Continuous Improvement.)

4.5.2 (A) MEALS - PURCHASED MEALS¹⁰

Meals for consumers are prepared by the Victoria Daly Regional Council Hospital and delivered frozen. The Team Leader Food and Transport orders the pre-prepared meals, desserts and juice boxes from an extensive menu These arrive weekly and are stored in the freezer. Any meals or drinks received that have damaged packaging or are not frozen/within

¹⁰ This section applies to service providers who purchase prepared meals from an external provider such as a commercial kitchen or hospital and distribute them to the consumers. Service providers who prepare the meals in their own facilities should delete this section and apply Section 4.5.2 (B) Food Service – Prepared Meals

required temperature range are returned to the provider. Frozen meals are rotated: newly received meals are placed at the back of the freezer.

i) Home delivered meals

Volunteers deliver meals using a delivery schedule prepared by the Team Leader meals and Transport; insulated carriers are used to ensure food stays within a safe temperature range.

Unless other arrangements are in place, if consumers are not home when meals are delivered, the staff ring the Team Leader Food and Transport who follows up by contacting the consumer and/or their next of kin. Meals are not left for the consumer if they are not home when food is delivered.

ii) Centre delivered meals

These are warmed in the warming oven and served at the centre. (See below iii) Kitchen Records.)

iii) Kitchen records

As Victoria Daly Regional Council Home Care only delivers pre-prepared food Standard 3.3.1 Food Safety Programmes for meals to Vulnerable Persons does not apply [Subclause 1 (3b)]. However, the Team Leader Food and Transport ensures that records of food temperatures for storage, heating and delivery of meals are maintained. A Kitchen Record Sheet records the temperature of the refrigerator, freezer, warmed food (centre), temperature of foods put into the insulated bags (meal delivery), and cleaning tasks completed each day.

The centre has the same meals as home delivered meals; frozen meals are heated in the warming oven to above 60 degrees Celsius prior to serving. Deserts and juice bottles are served cold direct from the refrigerator. The temperatures of meals are recorded on the Kitchen Record Sheet prior to serving.

iv) Meal plan reviews

(See Section 2.4 Consumer Reviews.)

v) Delivery of meals

The Administration Officer develops run sheets (with information from the Meal Service Plans) for meal delivery rounds completed by volunteers. The run sheets include the consumer's name, delivery time, meals delivered (hot/frozen and number) and any specific communication supports or environmental issues (such as any hazards to be aware of) for each consumer. The volunteers tick off the delivery of each meal on the run sheet and return them to the Administration Officer on return to the office.

Volunteers collect meals in hot and cold insulated bags and their run sheets (and any Meal Service Plans) and deliver meals within two hours of leaving the kitchen. Meals are not left unattended at any time or left at consumer's doorsteps. The Meal Delivery Temperature Log is completed once a week on a random sample of meals; volunteers test the temperatures and return the logs to the Cook.

Volunteers are updated on any changes to meal delivery or new consumers through the run sheets and deliver updated Meal Service Plans as required.

vi) Action in the event of a consumer not at home to receive meal/s

(See 2.3.5 Service Commencement and Assessment/v) Action in the Event of a Consumer not Responding to a Scheduled Visit.)

vii) Meal plan reviews

(See Section 2.4 Consumer Reviews.)

viii) Environmental processes¹¹

(See 2.6.7 Environmental Controls.)

4.5.2 (B) MEALS – ONSITE PRODUCTION¹²

i) Meal service staff management

The Administration Officer manages the volunteer staff and the Coordinator manages the paid staff including the kitchen staff and the Administration Officer.

ii) Temporary staff shortages

If the Cook or kitchen staff are not available for a day, the Team Leader Food and Transport or volunteers assist in the kitchen as all staff and volunteers have had food handling training and are familiar with the kitchen processes. If the Cook or kitchen staff are due to be off for a greater length of time, Agency staff are employed to replace staff. If the Coordinator is away the Administration Officer assumes responsibility for the day to day running of the service and consults with the cook or a Management Committee member if unsure of any required actions.

Where agency staff are employed in the kitchen, the Team Leader Food and Transport orientates the agency staff person prior to them working in the kitchen and ensures that the agency staff person is familiar with the organisation's processes relevant to their role. Agency staff are supervised by Victoria Daly Regional Council Home Care staff at all times when working in the kitchen.

iii) Staff/volunteer access to support

All staff/volunteers have access to support, information and advice from, the Administration Officer and Team Leader Food and Transport and other Victoria Daly Regional Council Home Care staff as required.

iv) Staff skills

Staff who prepare meals and the Coordinator and Administration Officer have the necessary skills to carry out their roles. The Coordinator and Administration Officer work together to identify any additional skills or training needs. Staff and volunteers are provided with relevant training and support to provide the meals service (see 7.4.3 Staff Education and Training/v) Food safety training).

¹¹ Australian Government National Health and Medical Research Council Australian Guidelines for the Prevention and Control of Infection in Healthcare 2010 (Currently being updated 2018)

¹² This section applies to service providers who prepare the meals in their own facilities. Service providers who purchase prepared meals from an external provider such as a commercial kitchen or hospital and distribute them to the consumers should delete this section and apply Section 4.5.2 (A) Food Service – Prepared Meals

Specifically, all kitchen staff have received food handling training and receive ongoing training and instruction on maintaining food safety and hygiene practices.

v) Meal preparation¹³

Victoria Daly Regional Council Home Care meals service has a food safety program that meets the requirements of Food Safety Standards contained in Chapter 3 of the Australia New Zealand Food Standards Code including Standard 3.3.1 Food Safety Programs for meals to Vulnerable Persons, Standard 3.2.2 Food Safety Practices and General Requirements and Standard 3.2.3 Food Premises and Equipment and local government requirements. Our food safety program is audited annually by a contractor and our premises are audited by the local Council annually. Records of these audits are maintained by the Coordinator.

Victoria Daly Regional Council Home Care meals service recognises that food preparation, storage and delivery may pose the following hazards:

- Biological: e.g. bacterial, viral, fungal
- Chemical: e.g. cleaning agents, pesticides and natural toxins present in foods
- Physical: e.g. glass, metal, plastics, jewellery, insects.

Victoria Daly Regional Council Home Care meals service has processes in place to manage these hazards through safe food handling practices, cleaning and sanitising procedures and staff training (see 2.6.7 Environmental Controls).

Potentially hazardous foods include meat, poultry, fish/seafood, soups, gravies, pasta, rice, potato and custard. The following food handling of potentially hazardous foods is followed:

- Potentially hazardous food that has been kept between 5°C and 60°C for a total of less than 2 hours must be refrigerated or used immediately
- Potentially hazardous food that has been kept between 5°C and 60°C for a total of longer than 2 hours but less than 4 hours must be used immediately
- Potentially hazardous food that has been kept between 5°C and 60°C for a total of 4 hours or longer must be thrown out.

Meals delivered to consumers at home are prepared in the Victoria Daly Regional Council Home Care meals service kitchen to menus that are nutritionally balanced and meet specific dietary requirements. Generally, meals are served hot, but some consumers who have specific dietary needs (or request frozen meals or have weekend meals) may be provided with frozen or reheated frozen meals. Some consumers prefer for a whole week of meals to be delivered and others prefer a daily, week-day delivery; weekend meals are delivered frozen on Fridays.

A menu of selected meals (based on preferences provided by consumers, cultural preferences and dietary requirements) is provided. Consumers are encouraged to provide feedback regarding the menu through Tell Us What You Think forms and an annual survey.

Food suppliers

Victoria Daly Regional Council Meal Service only uses food suppliers who can guarantee the delivery of fresh, frozen and dry goods that meet our quality requirements. Each supplier is

¹³ Information in this section is based on: Queensland Government Department of Health in Consultation with the Australian Government Department of Health Tool for the Development of a Food Safety Program for Delivered Meals Organisations 2007

chosen based on their ability to provide quality products reliably and at a suitable cost. Processes to ensure the quality and service of suppliers are detailed in 5.5 Asset Management.

Receiving goods

When receiving goods, kitchen staff complete an Incoming Goods – Kitchen form and check the temperature of the food and conduct a visual check of packaging and the delivery vehicle. Fresh food must be fresh, within use-by dates, frozen foods must be frozen solid, and packaging must be intact with no damage. Once a month (at the beginning of the month) a random check of the delivery vehicles by the Cook is conducted for cleanliness and appropriate environment (e.g. no chemicals, pests).

Storing goods

Food are stored appropriate to need; fresh foods are stored in the refrigerator, frozen foods in the freezer and dry goods in the pantry. Stock rotation is used to ensure that goods that have been stored the longest are used the first. Staff who receive and store goods are responsible for stock rotation and notifying the Cook if any goods are nearing expiry date. No foods are used if they are past their expiry or use-by date. The Temperature Control Log details the twice daily checks conducted in the kitchen. The Cook checks this sheet at the end of the day to ensure that it is completed.

Fresh Goods Storage

Food in the refrigerator is stored covered (except for fresh vegetables) and food types (such as dairy, meat, seafood and vegetables) stored separately. Cooked foods are stored in food grade containers, covered and dated, and placed above raw foods in the refrigerator. Manufactured foods are stored as per manufacturer's instructions and always kept below 5°C.

Frozen Goods Storage

Frozen foods are maintained below -15°C and stored in food grade containers or covered and dated. Cooked frozen foods are clearly marked with contents and expiry dates.

Dry Goods Storage

Dry goods are stored in the pantry in food grade containers as per manufactures instructions in a cool and dry environment. Chemicals are stored separately. Staff observe the area for pests when restocking. Food is stored as least 15cm off the floor.

Preparing meals (including menus, thawing, cooking, cooling, reheating, freezing)

Meals are prepared to a menu that is developed with input from a dietician with consideration to consumer needs including dietary preferences, allergies, and the need for modified diets (eg vitamised or cut up meals). Kitchen processes are in place to limit the risk of allergens (such as nuts and gluten) contaminating other foods and all prepared foods are labelled with their ingredients and a use by date.

Frozen foods are thawed in the cool room (refrigerator) and are not cooked until they are no longer frozen. Goods are prepared using food safety principles that ensure that colour-coded boards are used, meats and vegetables are prepared separately and staff wear personal protective equipment (including hair covering and aprons). Gloves are worn when preparing ready-to-eat foods such as sandwiches and salads. Single use cloths are used for

specific food types and/or cloths (such as tea towels) are washed daily after use. Fruits and vegetables are washed before use and salads are sanitised if necessary.

After food has been cooked (above 75 °C, cooked through or to boiling point) it is plated immediately into the meal packaging containers (foam cups for soup, foil and paper containers for main meals and plastic cups for desserts). The Cooked Food Temperature Log is completed daily. Hot items are maintained above 60°C and placed in the warming oven prior to moving them to insulated bags. Cold items are cooled quickly in the refrigerator and maintained below 5°C before being moved to insulated bags with ice bricks.

Hot meals that are to be frozen are cooled from above 60°C to below 21°C within 2 hours (room temperature initially) and to below 5°C in a maximum of 4 hours (refrigerator) and transferred to the freezer. Refrigerated cooked foods are stored a maximum of 48 hours before use. Food is covered during this cooling process. The Temperature Cooling Log is completed at least once per week on food that is cooled.

Meals that are reheated are heated to above 60°C on the stove top, stirred and then plated and stored in the warming oven. No foods are reheated more than once.

Packaging meals

After food has been cooked it is plated immediately into the meal packaging containers (foam cups for soup, foil and paper containers for main meals and plastic cups for desserts). Hot foods are held in the warming oven, cold foods are held in the refrigerator and frozen foods in the freezer.

Holding for delivery

Foods that are held hot are maintained above 60°C in the warming oven and put into insulated packaging for delivery.

vi) Delivering meals

The Administration Officer develops run sheets (with information from the Meal Service Plans) for meal delivery rounds completed by volunteers. The run sheets include the consumer's name, delivery time, meals delivered (hot/frozen and number) and any specific communication supports or environmental issues (such as any hazards to be aware of) for each consumer. The volunteers tick off the delivery of each meal on the run sheet and return them to the Administration Officer on return to the office.

Volunteers collect meals in hot and cold insulated bags and their run sheets (and any Meal Service Plans) and deliver meals within two hours of leaving the kitchen. Meals are not left unattended at any time or left at consumer's doorsteps. The Meal Delivery Temperature Log is completed once a week on a random sample of meals; volunteers test the temperatures and return the logs to the Cook.

Volunteers are updated on any changes to meal delivery or new consumers through the run sheets and deliver updated Meal Service Plans as required.

vii) Action in the event of a consumer not at home to receive meal/s

(See 2.3.5 Service Commencement and Assessment/v) Action in the Event of a Consumer not Responding to a Scheduled Visit.)

viii) Meal plan reviews

(See 2.4 Consumer Reviews.)

ix) Environmental processes¹⁴

(See 2.6.7 Environmental Controls.)

¹⁴ Based on Australian Government National Health and Medical Research Council Australian Guidelines for the Prevention and Control of Infection in Healthcare 2010 (Currently being updated 2018)