



Client Service Agreement

1. Parties to the Agreement:

Client Name:

Client Address:

Client Phone:

Client Email:

And:

Registered Provider Name:

Contact Person:

Address:

Contact Number:

Contact Email:

2. Supporters of the Individual:

Supporter One Name:

Relationship:

Phone Number:

Email Address:

Supporter Two Name:

Relationship:

Phone Number:

Email Address:

3. Access Approval

MAC Number:

A copy of the individual's My Aged Care Client Record is attached.

☐ Yes ☐ No

4. Service Details

The following CHSP service(s) have been agreed to under this Service Agreement:

Service Type (CHSP Service List Name): *Meal Delivery*

Start Date:

End Date (if applicable or write ongoing):

Frequency:

5. Ongoing Service Review Date:

Review Date: ____/____/____

(In line with the requirement that a formal review of services must occur at least once every 12 months).

6. Safe Food Delivery

In line with the principles of the Aged Care Act 2024 and the Commonwealth Home Support Program (CHSP), the client is expected to be at their residence to receive scheduled meal deliveries. If the client anticipates being unavailable due to another engagement or circumstance, they are responsible for notifying the Meals on Wheels Service as early as possible to arrange an alternative delivery option. This ensures continuity of support and safe food handling practices. Failure to make prior arrangements may result in the meal not being delivered.

**More
than just
a meal™**

7. Involvement in Care Decisions

The client has the right to be actively involved in decisions about the planning and delivery of services. This includes choosing how, when, and by whom services are provided, in line with the client's needs, preferences, and the service's operational capacity.

8. Statement of Rights

Under the Aged Care Act 2024, you are entitled to a legislated Statement of Rights, which outlines what you can expect when receiving aged care services, including those provided under the CHSP.

As a client of our Meals on Wheels Service, you have the right to:

- Be treated with dignity, respect, and compassion.
- Live free from abuse, neglect, and exploitation.
- Make informed choices and decisions about your care and support.
- Be free from discrimination, regardless of your personal circumstances or background.
- Have your privacy and personal information protected.
- Receive information that is clear, timely, and accessible.
- Raise concerns or complaints without fear of negative consequences, and have them addressed fairly and promptly.
- Involve others of your choosing in decisions about your care and services.
- Receive safe, high-quality care and services that support your goals, needs, and wellbeing.

This summary reflects the Statement of Rights under the Aged Care Act 2024. A copy of this will be provided to you.

These rights are supported by the Code of Conduct for Aged Care, which sets out the expected behaviour of aged care workers and providers. This includes acting with integrity, respecting your rights and identity, delivering care safely and competently, and fostering a culture of kindness and inclusion.

We are fully committed to upholding the Statement of Rights and complying with the Code of Conduct to ensure you feel safe, respected, and supported at all times.

9. Statement of Responsibilities

Alongside your rights under the Aged Care Act 2024, clients also have responsibilities to ensure that services are delivered safely, respectfully, and in partnership with service providers. As a client of our Meals on Wheels Service, you are expected to:

- Treat staff and volunteers with courtesy and respect, recognising their role in supporting your wellbeing.
- Provide accurate and relevant information that supports safe and appropriate meal delivery, including dietary needs and access to your premises.
- Be available to receive your meal at the agreed time, or notify us as early as possible if you are unable to do so.
- Let us know if your needs or circumstances change, so that we can adjust your services appropriately.
- Use the service safely and responsibly, including proper handling and storage of delivered meals.



9. Statement of Responsibilities continued

- Respect the privacy and dignity of others, including fellow clients, staff, and volunteers.
- Contribute to a safe environment by not engaging in behaviour that is aggressive, threatening, or harmful.
- Participate in care planning and service reviews, if appropriate, to help ensure services continue to meet your needs.
- Report any concerns or complaints so they can be addressed and resolved.

By fulfilling these responsibilities, you help us provide high-quality, respectful, and effective support that promotes your health, independence, and wellbeing.

10. Privacy and Confidentiality

We are committed to protecting your privacy and the confidentiality of your personal information in accordance with the Privacy Act 1988 (Cth), the Aged Care Act 2024, and relevant state laws. Any personal or sensitive information you provide will be collected, used, stored, and disclosed only for the purposes of delivering safe and appropriate care and services. Your information will be handled securely and only shared with those involved in your care, or as required by law. You have the right to access your personal information and request corrections if needed. Please contact us if you would like to view or update your records, or if you have any concerns about your privacy.

11. Consent to Share Information

By receiving services under the CHSP, we are required to share certain personal information with relevant government departments and agencies, including the Department of Health, Disability and Ageing and the Aged Care Quality and Safety Commission.

This information is used to:

- Monitor and improve the quality and safety of aged care services;
- Fulfil reporting and funding requirements under the Aged Care Act 2024;
- Support care planning and service coordination; and
- Ensure your services are appropriate and meet your assessed needs.

All information will be handled in accordance with the Privacy Act 1988 (Cth) and applicable privacy principles.

Do you consent to your information being shared with relevant government agencies for these purposes?

☐ Yes ☐ No

If you have any questions about how your information is used or shared, please contact your service coordinator.



12. Variation to Services

Changes to the type, frequency, or cost of services may occur following a review or change in your circumstances.

All variations will be discussed and agreed upon with you (and your support person, where applicable). A written record of the variation will be provided to you and attached to this Service Agreement.

13. Fee and Charges

A Fee Schedule outlining the current charges for Meals on Wheels services is attached to this agreement. Any changes to fees will be communicated to you in advance. By signing this agreement, you agree to pay the applicable client contributions as outlined in the attached schedule.

☐ I have read the fee schedule and agree to pay the client contribution (please tick the box)

14. Goods and Services Tax (GST)

In accordance with the Goods and Services Tax Act 1999, the services provided under this Agreement are GST-free aged care services under section 38-25.

If at any time GST becomes payable on any part of the services under this Agreement, the Meals on Wheels Service will notify the client in writing and adjust the fees accordingly.

15. Complaints and Feedback

We are committed to providing you with high-quality services and welcome your feedback to help us improve. If you have any concerns, complaints, or suggestions about the service, please let us know.

You can provide feedback or make a complaint in person, by phone, in writing, or by email. We will listen carefully, treat your concerns respectfully, and work to resolve any issues promptly and fairly.

You have the right to make a complaint without fear of negative consequences or impact on your services. If you are not satisfied with how your complaint is handled, you can also contact the Aged Care Quality and Safety Commission for independent support.

16. Safeguarding and Incident Management

Your safety and wellbeing are our highest priorities. We are committed to safeguarding you from abuse, neglect, and exploitation in accordance with the Aged Care Act 2024 and relevant laws.

If an incident occurs that affects your safety or the quality of care you receive, it will be promptly documented, investigated, and addressed in line with our incident management procedures. You will be kept informed throughout this process and supported as needed.

You are encouraged to report any concerns about your safety or the behaviour of staff, volunteers, or others involved in your care.



16. Safeguarding and Incident Management (continued)

All reports will be treated seriously, confidentially, and without retaliation.

Our service complies with mandatory reporting requirements and works with relevant authorities to protect your rights and wellbeing.

17. Accessibility and Language Support

We are committed to making our services accessible to all clients. If you have communication needs, such as requiring this agreement in a different language, large print, or easy-to-read format, or if you need an interpreter or support person to help you understand your rights and services, please let us know.

We will work with you to ensure you can access information, make informed decisions, and participate fully in your care and support, in a way that respects your culture, language, preferences, and abilities.

18. Emergency and Service Disruption

In the event of an emergency or unforeseen circumstance that disrupts our ability to deliver meals as scheduled (e.g. extreme weather, natural disaster, or staff shortages), we will make every reasonable effort to notify you as soon as possible.

We will inform you of:

- The nature of the disruption;
- Any changes to your meal delivery or support services;
- Alternative arrangements, if available; and
- An expected timeframe for resumption of normal services.

Please ensure we have your up-to-date contact details and preferred communication method so we can keep you informed during emergencies. If you have specific concerns or needs during a disruption, contact your service coordinator for support.

19. Service Exit and Termination

The client may end this agreement at any time. The service may also end the agreement with reasonable notice, or immediately in exceptional circumstances (e.g. safety concerns or ineligibility). A final invoice will be issued for any unpaid services up to the end date. Where possible, the service will assist with referrals to other supports.



20. Cooling off period

Clients have a 7-business-day cooling off period from the date of signing this agreement. During this time, you may withdraw from the agreement without penalty or cost by notifying the Meals on Wheels Service.

21. Validity of Agreement Without Signature

This Service Agreement reflects the mutual understanding between you (or your representative) and the Meals on Wheels Service regarding the delivery of services.

The agreement will remain valid and enforceable even if it has not been signed, provided that:

- the client (or their authorised representative) has received a copy of the agreement; and
- the client has given verbal or other forms of consent to commence services; and
- both parties continue to act in accordance with the terms of this agreement.

22. Signatures

Signed by Client/Representative:

Name:

Date: ____/ ____/ ____

Signature:

Signed by Blue Mountains Food Services Representative:

Name:

Position:

Date: ____/ ____/ ____

Signature:

Notes:

