

Commonwealth Home Support Programme **NFRNU** 2024-2025







About Meals on Wheels Central Coast

There is so much more to a meal than just what's on a plate.

This is something we deeply understand at Meals on Wheels Central Coast. We provide nutritious meals at a great price and leverage the power of a meal to gather people together.

With over 145 meal options and a range of social support programs and services we are dedicated to helping you live a flourishing life.

We cater to anyone over 65, regardless of their ability to cook. We're the perfect alternative to take away, a nutritious meal kept in the freezer for when you need it and there is no minimum order frequency required to access our service. We also provide meals for people and their carers under 65 who have meals included in their NDIS Plan.

As a community non-profit organisation, Meals on Wheels Central Coast is managed by a team of paid staff and overseen by a volunteer led governance committee. We have over 180 Volunteers who help us deliver thousands of meals each week, making us one of the largest Meals on Wheels services in New South Wales!

Our programs and services

- **Meal Delivery** supports our clients to live independently by providing an extensive menu of delicious, nutritious and affordable meals delivered free to their home by our dedicated volunteers
- **Community Restaurant** provides a fantastic weekly social outing for our clients, offering morning tea, hot lunch, dessert and beverages, along with fun-filled social activities
- Social Support promotes social interaction in a 1:1 or group setting, enhancing mental, emotional and physical well-being
- Assisted Shopping Program gives our clients a chance to shop at their local stores on weekdays with the help of one of our wonderful volunteers
- **Furry Friends** provides pre-packaged pet food with high-quality ingredients that is balanced, nutritious and convenient

Meals on Wheels Central Coast Outlets

MEAL ORDER TIMES

8am to 1pm, Mon to Fri

| Tuggerah: 02 4357 8402 | Charmhaven: 02 4357 8417 |
|-------------------------------------|---------------------------------|
| Green Point: 02 4363 7111 | Woy Woy: 02 4341 6699 |
| ORDER DAY | NEXT AVAILABLE DELIVERY DAY |
| | |
| Monday | Thursday |
| Tuesday | Friday |
| | |
| Tuesday | Friday |

The order cut off time is 1pm. We do not deliver on weekends, public holidays or between Christmas and New Year. We ensure our clients have enough meals to cover them for the days we don't deliver.

Menu Key & Allergens

| 💵 Low Fat 🛭 💷 Gluten Free 💿 Dairy Free 🔍 Vegetarian | | | | |
|---|--|--|--|--|
| 💶 Low Salt 💿 Soft 💷 Lactose Free 📀 Onion | | | | |
| 💿 Garlic 💿 Sulphites 🛛 🚾 May Contain Sulphites | | | | |
| May Contain Peanuts | | | | |



HEAD OFFICE (8AM TO 4PM) 02 4357 8444 www.ccmow.com.au

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Soups: 200g





Meals on Wheels



350-03 O C Ham & Pea Soup Thick pea soup flavoured with ham





350-04 o o Minestrone Soup

A hearty Italian vegetable soup made with a tomato-based beef stock, potato, beans and pasta



corn soup



350-08•••••Beef & Vegetable Soup

A hearty soup made with chunky fall apart beef and healthy vegetables



350-06 • OF US Chicken Noodle Soup A delicious chicken and noodle soup



350-09 O G G Corn & Bacon Chowder A creamy soup, with corn and bacon



350-07 O G G Creamy Tomato Soup A delicious, creamy tomato soup



All meals in our menu are sourced from Australian suppliers. Images may differ from the actual products.

Mini meals: 250g Veals on Wheels







370-02 Corned Beef

With a creamy mustard sauce, mashed potatoes, carrots, cauliflower & broccoli









370-06 **Steak & Bacon Casserole** With mashed potatoes, carrot, cauliflower, broccoli & green beans

Vegetables that accompany meals may change seasonally.

Main meals: 380g Veals on Wheels







301-05 **Cottage Pie** With mashed potatoes, topped with cheese



301-06 ο **BBQ** Sausage With pan fried potatoes, broccoli & baked beans



DF GF

301-02 0 **Spaghetti Bolognaise** With zucchini, carrots, eggplant & leek



Garlic Prawns

In a creamy garlic sauce with rice, broccoli, carrots and cauliflower



301-03 0 GF Corned Beef

In a white sauce with mashed potatoes, carrots, broccoli & cauliflower



Beef Rissoles With potato/sweet potato bake, green beans, carrots & corn



o de le Ge 301-08 **Beef Pot Roast** With mashed potatoes, carrots & peas



Main meals: 380g Veals on Wheels





301-09 • • • Beef Stroganoff

With mashed potatoes, cauliflower, broccoli & carrots



GF

pumpkin & peas

broccoli & carrots



302-01 OF G Lamb Roast With mint gravy, roast potatoes, baked

pumpkin, broccoli & cauliflower



303-02 Pork Roast In an apple gravy with pumpkin mash, cauliflower & broccoli



304-02 OF GE LE Sweet & Sour Chicken With steamed rice & mixed vegetables



302-02 OF GF Lamb Casserole With mashed potatoes, broccoli & cauliflower



303-03 Pork Steak Diane With cream potatoes, cauliflower & cabbage



304-03 O G G C Chicken Curry With basmati rice, green beans, broccoli & capsicum



303-01 • Constant of the second secon



304-01 • Chicken Mushroom With roast potatoes & green beans



304-04 Roast Chicken Breast With cream potatoes, carrots & peas





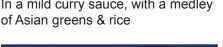


304-05 O Chicken Casserole With roast potatoes, broccoli & pumpkin











305-02 O G G Barramundi Lemon Butter With basmati rice, broccoli, cauliflower & carrots





380-04oGDFGFCoconut Dahl

With red lentil, basmati rice, spinach and mango chutney



380-02 O G Mushroom Casserole With mashed potatoes & spinach



380-05 Vegetarian Parmi With roast potatoes, carrots, cauliflower & broccoli



O G

305-03 Whiting & Wedges With carrots, corn, peas & tartare sauce



380-03 **Spaghetti Veganaise** With a vegan version of a bolognaise sauce



*The Honey Soy Chicken 304-06 serving size is 340g

All meals in our menu are sourced from Australian suppliers.

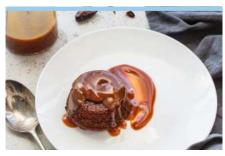
Desserts: 120g-200g

Meals on Wheels





360-01 **Bread & Butter Pudding** Baked with custard & topped with toasted almonds



360-02 **Sticky Date Pudding** With finely chopped dates, topped with sticky caramel sauce



360-03 Fruit Pavlova





360-04 **Double Chocolate Pudding** A rich luscious chocolate pudding



360-05 Lemon Cheesecake A delicious tangy cheesecake



360-06 Tiramisu Chocolate sponge soaked in espresso syrup layered with orange cheesecake



Berry Crumble with Custard Mixed berries & golden baked crumble



360-10 **Puree Chocolate Mousse** With dollops of cream. Suitable for puree clients



360-08 Vanilla Tea Cake & Custard Traditional tea cake with a creamy custard



Apple Crumble Juicy stewed apples with golden baked butter crumble



360-09 **Rice Pudding**

A good old fashioned rice pudding infused with vanilla & cinnamon



360-12 Puree Lemon Cheesecake Mousse With a smooth and silky texture. Suitable for puree clients

Images may differ from the actual products. Vegetables that accompany meals may change seasonally.

LF LS GF

Puree: 350g

Meals on Wheels

\$7.50

0





340-02 Lamb Casserole With potatoes, carrots & broccoli



341-01 **Roast Beef** With cream potatoes, pumpkin & peas



341-02 • F Corned Beef

In a white sauce with mashed potatoes & cauliflower



341-03 • Cottage Pie With mashed potatoes, sprinkled with cheese



Pork Roast With apple gravy, potato, pumpkin & broccoli



With sweet potato mash & green beans



343-02 Roast Chicken Breast Served with potato, pumpkin & peas



Small meals: 280g-300g





GE





333-04 • SU Control Sausages With mashed potatoes, carrots, peas & corn



Cottage Pie With mashed potatoes & topped with cheese







333-01 Spaghetti Bolognaise With zucchini, eggplant & leek





Steak & Kidney With peas, carrots and potato mash



Beef Rissoles With potato bake, green beans, carrots & corn

Small meals: 280g-300g





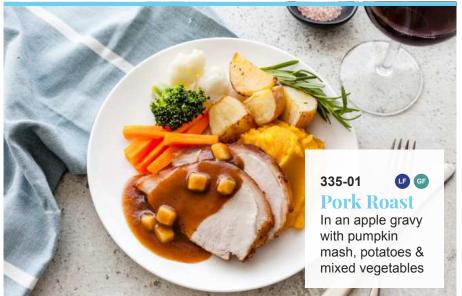




334-01 OF GF Lamb Casserole With mashed potatoes & garden vegetables



334-02 CF CF CF Lamb Roast With mint gravy, mixed vegetable & mashed potatoes







336-02 O C Chicken Sweet & Sour Chicken With steamed rice & mixed vegetables

All meals in our menu are sourced from Australian suppliers. Images may differ from the actual products.

Small meals: 280g-300g









336-04 O G DF GF Honey Soy Chicken* On a bed of tasty stir fried rice



337-01 O G GF **Barramundi Fillet** With lemon butter sauce, garden vegetables & potatoes



337-02 o G Curry **Prawns**

In a mild curry sauce, with a medley of Asian greens & rice



Vegetables that accompany meals may change seasonally.

339-01 V GF



Mince Potato Bake

With kale, zucchini, cauliflower, capsicum, carrots & peas

Small meals: 200g Stagstaff











111-03 0 G SU LS GF **Roast Lamb** Roast lamb with roast potato & mixed vegetables



111-04 O G **Roast Pork** Roast pork, gravy, roast potato

& vegetables



111-05 • 💷 LS 🕒 GF Chicken & **Asparagus Mornay** Chicken and asparagus mornay with mixed vegetables



S GF V 111-08 Spinach & **Fetta Omelette** Spinach & fetta omelette, served with vegetables



111-10 0 SU LF Corned Silverside & Parsley Sauce Silverside, parsley sauce, & mixed vegetables



O G SU La 111-27 Sweet & Sour Pork Chinese sweet & sour pork with rice



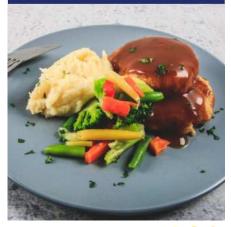
111-56 O G SU GF **Sausages with Gravy** Homestyle Aussie sausage with mash, seasonal vegetables & onion gravy



Crumbed Fish Fillet Crumbed fish fillet. fries & vegetables

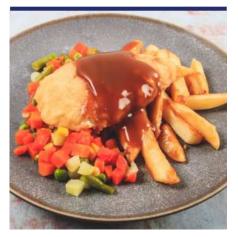
Main meals: 360g





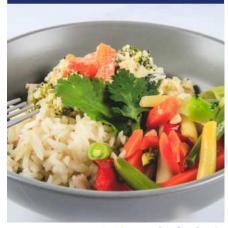
100-03 Or Content of C







vegetables



 105-24
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 Vegetable Curry

Vegetable curry, served with rice & vegetables



105-34osvVegetable Pasta Bake

Vegetable pasta baked in a rich tomato sauce, served with vegetables





Fish Cake with Parsley Sauce Fish cake with parsley sauce, served with fries & vegetables

Main meals: 360g Plagstaff







101-39 • S S Chicken Scallopini Chicken scallopini, served with vegetables



100-30ooMeatballs in Tomato SauceMeatballs in tomato sauce, servedwith vegetables







Steak and kidney pie, served with mashed potato & vegetables





105-42Image: Second constraintsMacaroni CheeseElbow pasta with a cheese sauce,

served with carrots & peas

*The Honey Soy Chicken 101-40 serving size is 370g.

Desserts: 70g-150g



\$4.00



114-01 Creamy vanilla slice with delicate pastry



114-28 Carrot Cake
Carrot cake with cream cheese
frosting, pecans & walnuts



114-30 Banana Cake Traditional banana cake with creamy icing





114-34 **GROWING Creamed Rice & Apricots**

Creamed rice topped with juicy apricots



114-35 es es s Apple Pie & Cream

Juicy apple baked in a sweet pastry crust, served with cream



114-31Image: Constant of the second seco



114-32 (F) (S) (F) Peaches & Custard Juicy peaches with creamy custard



115-18 Apricot Pie & Cream

Apricots baked in a sweet crumbly pastry, served with cream



Main meals: 260g-320g Patties \$3.50/\$5.50



 110-01 • • • • 260g
 \$3.50

 Beef Lasagne

 Beef lasagne topped with

bechamel sauce







110-06 • • • 260g \$3.50 Spaghetti & Meatballs Spaghetti in a napolitana sauce, with beef meatballs



110-08 • • • 320g \$5.50 Roast Chicken

Roast chicken served with roast vegetables & gravy



110-10 • • 320g \$5.50 Chicken Parmigiana Chicken Parmigiana served with potato wedges & vegetables



110-11 • 💿 👓 320g Chicken Kiev

Chicken Kiev served with mashed potato & vegetables

\$5.50



110-13 • 🕲 🤓 320g \$5.50 Slow Cooked Lamb

Lamb chunks served with mashed potato & vegetables



110-18 • • • 120g \$5.50 Beer Battered Fish & Chips

Fish & Chips served with tartare sauce & vegetables

Ice-cream: 50g





115-14 Vanilla Ice Cream Cup A creamy vanilla low-fat ice confection in a serve for one

Fruit cups: 120g



Strawberry Ice Cream Cup A creamy strawberry flavoured ice cream in a serve for one





115-21 Fruit Salad

Fruit Salad

SPC ProVital Fruit Salad provides a one fruit serve of delicious peach, pear and pineapple

Muffins: 120g



115-22 LF LS (S) Two Fruits SPC ProVital Two Fruits are a one fruit serve of delicious pear and peach





114-11 Blueberry Muffin

A delectable treat with a burst of juicy, tangy blueberries nestled within a moist and fluffy baked delight



114-12 Choc Chip Muffin

An indulgent delight featuring velvety chocolate chips embedded within a scrumptiously moist muffin

Pies: 160g



Gourmet Chicken Pie

700-48 😐 💿 🐨 Beef, Cheese &

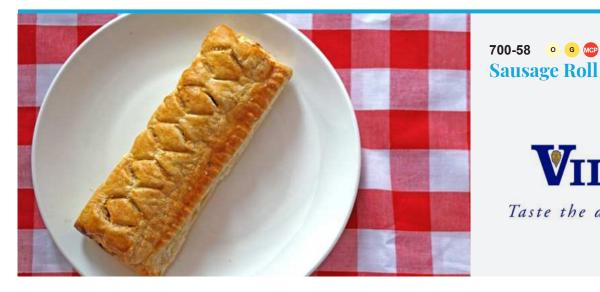
700-50 📀 💿 🐨 **Beef Mince Pie**

Bacon Pie



Sausage Rolls: 110g

\$3.50





Pet food



Furry Friends Pet Food Range*

Available in three sizes in 100% pet grade mince:

| 900-01 | 125g Chicken | \$1.10 |
|--------|--------------|--------|
| 900-02 | 125g Beef | \$1.60 |
| 900-07 | 250g Chicken | \$1.90 |
| 900-08 | 250g Beef | \$2.50 |
| 900-13 | 500g Chicken | \$2.50 |
| 900-14 | 500g Beef | \$3.90 |

* Please note that our pet food is stored separately to our human food, and is delivered in separate bags.

Meal Heating Guide



Option 1

Microwave (800-1000 watts)

Soups

- Do not remove or pierce the film
- Cook on high for up to 4 minutes
- Allow the soup to stand for 2 minutes before removing the film

Mini / Small Meals

- Do not remove or pierce the film
- Cook on high for 5 51/2 minutes
- Allow the meal to stand for 2 minutes before removing the film

Main Meals

- Do not remove or pierce the film
- Cook on high for 6 71/2 minutes
- Allow the meal to stand for 2 minutes before removing the film

Option 2

Microwave (1000-1200 watts)

Soups

- Do not remove or pierce the film
- Cook on high for 3-4 minutes
- Allow the soup to stand for 2 minutes before removing the film

Mini / Small Meals

- Do not remove or pierce the film
- Cook on high for 41/2 5 minutes
- Allow the meal to stand for 2 minutes before removing the film

Main Meals

- Do not remove or pierce the film
- · Cook on high for 6-7 minutes
- Allow the meal to stand for 2 minutes before removing the film

Option 3

Soups

- Do not remove or pierce the film
- Preheat the oven to 170° C (fan forced)
- Cook for 15-20 minutes
- Allow the soup to stand for 2 minutes before removing the film

Mini / Small Meals

- Do not remove or pierce the film
- Cook on high for 20 minutes
- Allow the meal to stand for 2 minutes before removing the film

Main Meals

- Do not remove or pierce the film
- Preheat oven to 170° C (fan forced)
- Cook for 30 minutes
- Allow the meal to stand for 2 minutes before removing the film

Other information

Caution: Tray and contents may be very hot. **Storage:** Store at -18° C.

Storage: If contents become thawed, use within 24 hours. <u>Do not</u> refreeze.

Handy tip: After heating your meal, feel the bottom centre of the meal tray. If it's hot, let it rest for 2-3 minutes before opening. But if you still feel cold spots, add 30 seconds at a time until the bottom is hot, then rest for 2-3 minutes. Be careful not to overheat the meals, as it can make the meal tougher.



General Information

CHSP

To order from our menu, you must first be registered as a client of Meals on Wheels Central Coast. If you are 65 years or over* please contact My Aged Care on **1800 200 422** or visit the My Aged Care website and request a referral to our service: **www.myagedcare.gov.au**. Alternatively we can assist you with this process.

HCP

We can also provide the best cost effective meal solution through your Home Care Package (HCP). Talk to your Home Care Package Provider about commencing your meal deliveries with us.

NDIS

If you are under the age of 65**, you will need to have meals included in your NDIS Plan. Please contact the NDIS on **1800 800 110**. Alternatively, you can visit the NDIS website at **www.ndis.gov.au**. Please call us on 4357 8444 to request a NDIS Menu.

Private Client

If you do not wish to go through My Aged Care, Home Care Package provider or NDIS, and would like to become a Private Client, please contact our Client Service Officers on 02 4357 8444.

- * 50 years or over for Aboriginal and Torres Strait Islanders
- ** Under the age of 50 for Aboriginal and Torres Strait Islanders

Understanding our menu

Our meals are conveniently coded for easy ordering. An example of the item code is 333-09 for Small Beef Rissoles.

Placing an order

To set up your first meal order or for any general questions, please call our team on **02 4357 8444**. Future orders may be placed by calling your Client Services Officer (refer to page 3 for phone numbers). If you would like to register for online ordering via our website, please speak to our team. Alternatively, you may request an order form from your Client Services Officer which can be handed to our volunteers during your meal delivery.

The order cut off time is 1pm. It takes three business days to process and deliver your order. Please refer to page 3 for meal order times.

Recurring orders

You can create a recurring order by advising us of the number of meals you would like to receive each week over your preferred number of weeks (i.e. four meals a week over three weeks). This order is then regenerated over your preferred number of weeks (i.e. every three weeks) to run in the same pattern. For more information, please contact your Client Service Officer. You are welcome to change your meals, the number of meals and the frequency of recurrence at any time.

Paying for your meals

Meal orders are to be paid fortnightly. There are no binding contracts. One Direct Connect trading as Meals on Wheels Central Coast encourages our clients to use Direct Debit, with payments for your meals deducted automatically from your bank account each fortnight. Direct Debit is the simplest and most convenient way to make sure your account is paid in full and on time. To update your bank details, please contact our Accounts team on **02 4357 8413** or email

accounts@ccmow.com.au.

Meals on Wheels Central Coast also accepts payment by cheque posted to:

One Direct Connect Limited Attn: Accounts PO Box 5260 Chittaway Bay NSW 2261

Alternatively, you can pay by Electronic Funds Transfer (EFT)/Direct Deposit:

 Acct Name:
 One Direct Connect Limited

 BSB:
 012-621

 Acct No:
 284-243-986

Please ensure you put your client number as a reference if paying via EFT or Direct Deposit.

Delivery Policy

Meals are only delivered to registered clients on the Central Coast from Monday to Friday. You are required to be home to accept a delivery on a day previously agreed to by you and Meals on Wheels Central Coast. Generally, we require a minimum of three business days' notice for a delivery request.

Meals on Wheels Central Coast cannot give or adhere to a request for a specific delivery time. Meals on Wheels Central Coast accepts no liability for the loss or deterioration of any goods once they have been delivered. We will not be held liable for any financial or physical damages of any kind. Meals on Wheels Central Coast will not replace or provide a refund for any meals ordered by the client by mistake.

Clients must notify Meals on Wheels Central Coast if they have received an incorrect meal or are missing a meal within 24 hours of delivery by phone on 02 4357 8444. Missing meal items will be delivered to the client on an alternative day agreed to by the client and Meals on Wheels Central Coast.

Service Terms

When you become a client of Meals on Wheels Central Coast, you will be required to provide contact information (such as name, contact number and delivery address), emergency contact information and you may be required to provide financial information for billing purposes. If we have trouble processing or delivering an order, we will use this information to contact you.

If you are not home or contactable at the agreed time of delivery and/or we suspect that there may be a health or medical issue in need of attention, we may contact your emergency contact person, local hospitals and/ or emergency services. This is to ensure your health and wellbeing.

Privacy Policy

Meals on Wheels Central Coast only collects personal information that is necessary for our work. We do not disclose the personal information of our clients or volunteers to third parties, unless we are provided with consent by our clients to do so, or if we are required to do so by law. Unless consent has been provided, we do not publish personal information in publications or on our website and social media. Meals on Wheels Central Coast actively seeks to ensure that all personal information we collect is protected from misuse, unauthorised access, modification or disclosure.

We will only use your information for the purpose of evaluating and improving our service on the Central Coast and to provide statistics about our clients to the Federal and State governments to help plan and improve services across the region. This information, however, is anonymous and will not affect your entitlement to services. Any statistical information about clients which is made public will not identify individuals. Individuals may request copies of personal information held by Meals on Wheels Central Coast and request the correction of any inaccuracies.

These terms are subject to change without notice. For the most up-to-date terms of service, please contact Meals on Wheels Central Coast directly.

Meals on Wheels Central Coast is funded by the Australian Government Department of Health. Although funding for this service has been provided by the Australian Government, the material contained herein does not necessarily represent the views or policies of the Australian Government.







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