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Food Services Information Sheet

Food Services assist aged people and their carers living in the community to assist them to remain in their own home.

There is no waiting list, as referrals are acted upon the first working day after your referral is received. Consumers can expect a follow up home assessment, with a Lifetime Connect Service Advisor, as soon as is possible.

Fresh nutritious meals, cooked daily, are delivered to your door by a team of volunteers each day, Monday to Friday, throughout the Nambucca Valley, with the exception of Scotts Head. You can expect your delivery in Nambucca Heads, Valla Beach from Macksville and Bowraville from 12noon and Scotts Head on Mondays, Wednesdays and Fridays only, from 12 noon. There are NO meal deliveries on Public Holidays or weekends. Frozen meals are available for purchase prior to these days.

Menu options:

We have 5-week rotating menus as well as seasonal menu changes.

Monday to Friday, you can choose from a choice of two hot meals or a salad of the day.

We can cater for a variety of special diets and tastes e.g. vegetarian, diabetics, gluten free, pureed, minced, cut up meals and elimination of certain foods due to a particular medical condition you may have.

You can choose from:

- Main meal \$9.50 (Cost may be reduced after acceptance from My Aged Care)
- Dessert \$2.00
- Juice 50 cents
- Sandwiches \$4.00

Frozen meal packs (Same items and prices as above)

What are “Lets Eat Out” Meal Vouchers?

Lifetime Connect understands that getting out and about in the community with family and friends and enjoying the social interaction is a wonderful way to enjoy a meal for some people. The redeemable Meal Vouchers can be purchased directly from the office and can be used at participating venues in the Nambucca Valley. “Let’s Eat Out” meal vouchers cost, to you, is \$7 and can be used to purchase a meal to the value of \$10. If the meal you purchase at the venue costs more than \$10 then you will be required to pay the difference directly to the venue.

What happens if you are not going to be home at delivery time?

Due to Food Standards Australia and New Zealand, volunteer deliverers CANNOT leave your meal in an esky or in any other container you may leave out.

If you ordered a meal for the day and you know you will not be home to receive it, please call our Food Services Advisor on 65682522 as soon as possible. We are able to offer you an alternative or cancel the delivery.

Your options could be:

- We can provide you with a frozen meal the day before.
- You can cancel your meal, for that day only.
- You could ask a neighbour to collect the meal for you.
- You can arrange to collect your meal from our Macksville office later in the day.
- Our Food Services staff may be able deliver your meal to you later in the day.

If you do not make alternative arrangements you may still be charged for that undelivered meal.

Menus

Weekly Menus will be delivered on Fridays with the meal deliveries. Please note they are not for the following Monday but for the Monday after that. If you do not receive a meal on Fridays we will make other arrangements with you to get your menu choices.

Food Safety

If you choose not to eat your meal at lunchtime and would prefer to keep it for the evening, it **must be put into the fridge immediately** and re-heated later. Heating instructions are written on the container lid.

Confidentiality

The staff of Lifetime Connect has a responsibility to protect confidentiality of all Consumers. Nobody may be introduced into a Consumers home without the Consumers prior approval and the Consumers identity must not be revealed when releasing information for data collection, evaluation, research or any other purposes, unless approved by the Consumer or their representative.