



Food Service (MOW) Details

CareWays food service, or Meals On Wheels (MOW), may be provided to eligible people living in the Illawarra through the Commonwealth Home Support Program (CHSP), Home Care Packages or private services. Meals are delivered by CareWays volunteers Tuesday to Friday from 8.30am to 10.30am every week. There are no deliveries on weekends or public holidays however meals can be delivered in advance to cover these periods.

Most consumers choose to have their meals delivered on either a weekly or fortnightly basis.

Current Delivery Areas (by postcode)

- 2525 - Figtree
- 2526 – Unanderra and surrounds
- 2530 – Dapto and surrounds
- 2527 – Albion Park and surrounds
- 2528 – Lake Illawarra and surrounds
- 2529 – Shellharbour and surrounds

About the Meals

CareWays' food service provides nutritionally balanced frozen meals to suit various dietary needs, including main meals (pureed meals available), mini meals, soups and desserts. Meals are sourced from multiple suppliers to provide consumers with a large variety of choices and high-quality meals.

How to Order

CareWays will assist you to submit your first order during the intake process for services. Subsequent orders can be placed by handing a completed menu to the volunteers that deliver your meals, via telephone or email (care@careways.org.au). You can also ask CareWays to help you set up one or more recurring menus.

Orders must be placed two weeks in advance to allow sufficient time for CareWays to order your meals from our suppliers. There must be a minimum of one meal per delivery however there is no maximum order quantity.

Food Safety Standards

All meal deliveries are completed in accordance with Australian Food Safety Standards. As meals are frozen, meals cannot be delivered if you or your family are not home to accept the delivery. To ensure meals are safe for consumption when you receive them, meals cannot be left in an esky if you are not home.



Storing and Heating Instructions for Meals

All frozen meals should be stored in a working freezer. Meals should be taken straight from the freezer and heated immediately prior to consumption (do not defrost meals). Meals should be thrown out once the use by date has passed.

Heating instructions for meals can be located on the packaging of each meal and should be checked prior to heating each meal. The meal packaging is safe to place in the microwave or oven. Do not remove or pierce the film before heating. As a general guide, main meals can be heated in the microwave for 7 ½ minutes or 40 mins in an oven. Mini meals and soups can be heated in the microwave for 4 ½ minutes or 30 minutes in an oven. These heating times are based on an 1100-watt microwave and an oven set on 140°C). Never refreeze meals once they have been heated.

Health and Safety Information

CareWays has a responsibility to ensure the health and safety of our staff and volunteers delivering your meals as well as the safety of all clients whilst services are being delivered. Under the *Workplace Health and Safety Act 2011*, a client's home is considered a workplace for our staff.

Safety checks will be conducted prior to commencement of service and regularly by CareWays staff to help identify potential hazards or safety issues in your home. If CareWays identify any hazards, these will be discussed with you as well as ways to eliminate or manage the hazard. Services cannot be provided if there are hazards that cannot be eliminated or safely managed.

To ensure the health and safety of all, CareWays require clients and staff to abide by the following:

- Staff and volunteers cannot work in a client's home when the client is not present
- Staff and volunteers are not to have keys to a client's home (CareWays can access keys from a lock box on the property if this has been pre-approved by the client)
- Ensure a smoke free working environment
- Clients and staff are not to consume alcohol in a client's home during service
- Clients and staff must not have illegal drugs and/or paraphernalia in a client's home during service
- Clients are to provide equipment that is in a safe working condition and suitable for the task
- Ensure all pets are safely restrained before staff and volunteers enter the home and for the duration of service
- Ensure smoke detectors are installed and in working condition
- Clients are to ensure internal and external walkways are kept clear of furniture and other hazards and/or obstacles

Staff and Volunteer Personal Information

Staff and volunteers are not to provide their personal details (such as personal mobile phone number, home address etc) to clients and/or their families. If you need to speak to a staff member or volunteer, all contact must be arranged through CareWays office. Please call and speak to a member of the Community Care Team on 4262 1918.

