**Who We Are**

Meals on Wheels Inala is a branch of the Ipswich Meals on Wheels Inc organisation. We are a community based, Not for Profit Service who deliver nutritious meals with social connections, thanks to our wonderful volunteers.

**How it Works**

As a non for profit organisation we receive funding from the State and Federal Government that enables us to provide meals at a more affordable rate to you. To be eligible you must either,

**MAC** - Be 65 years or older (55 years for Aboriginal or Islander) and obtained a referral from My Aged Care (MAC)

**Subsidised** Have a medical certificate/letter from a DR or Allied Health Care Worker stating you need assistance due to your medical condition/disability

**Funded HCP** – clients wishing to receive meals via their Home Care Package (HCP) need to contact their HCP provider to discuss if available. HCP provider to send referral email.

**Delivery of Meals**

Meals are delivered to your home by volunteers Monday to Friday 9am to 11am. Due to food safety quality standards, you must be home to receive your meals or access to an operational fridge/ freezer. We are unable to leave meals in eskies if no one is home.

We do not deliver meals on weekends or public holidays. Frozen meals can be supplied for these days.

**What we offer**

We offer a variety of wholesome meals in line with current QLD Meals on Wheels and National Nutrition Standards.

You can choose from frozen or chilled main meals, soup, dessert plus fresh salads and sandwiches. Should you have any special dietary requirements we offer a variety of Vegetarian and Gluten Free Meals, and we are also able to provide texture modified meals. Our meals are generally suitable for those with Diabetes, when consumed as part of a healthy balanced diet.

**Cost of Meals\***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Item** | **MAC** | **SUBSIDISED** | **FUNDED HCP** | **TOTAL**  **COST** |
| **Main Meal** | $8.50 | $10.00 | $6.00 | $15.00 |
| **Mini Meal** | $6.75 | $8.00 | $4.50 | $11.25 |
| **Dessert** | $3.50 | $4.00 | $1.80 | $4.50 |
| **Soup** | $3.00 | $3.00 | $1.40 | $3.50 |

|  |  |  |  |
| --- | --- | --- | --- |
| **Item** | **MAC & SUBSIDISED** | **FUNDED**  **HCP** | **TOTAL**  **COST** |
| **Salad** | $5.00 | $3.40 | $8.50 |
| **Chicken, Lettuce, Mayo** | $4.50 | $2.80 | $7.00 |
| **Ham, Cheese, Tomato** | $4.50 | $2.80 | $7.00 |
| **Meat & Pickles** | $4.00 | $2.40 | $6.00 |
| **Egg & Lettuce** | $3.50 | $2.40 | $6.00 |
| **Vegemite & Cheese** | $2.00 | $1.20 | $3.00 |

\* Until referrals are received you will be charged the **Total Fee**. Referrals can be back dated 4 weeks.

**How to Pay**

Invoices are monthly in arrears and either printed and delivered by our volunteers or emailed by the 12th of each month.

Our preferred payment options are **direct debit**, monthly and **pay now** via email. Other options are available, though do incur an administration fee.

* Fortnightly Direct Debit
* Phone Payment
* EFT (Bank Transfer)

You can register with **My Aged Care** (MAC) by phoning:

**1800 200 422** or if you would prefer us to contact My Aged Care on your behalf to arrange a meeting, please let one of our Staff or Volunteers know.

As a client of Ipswich Meals on Wheels Inc, you have the right to have an Advocacy Service speak to our service on your behalf.

The Advocacy Service: -

* Informs People of their rights
* Helps people retain their rights and recognise their responsibilities.
* Provides information
* Explores options that are available
* Links People with appropriate services
* Investigates grievances and follows up complaints
* Helps people help themselves
* Speaks on behalf of people when they want them to do so

If you feel you need the support of Advocacy Services, please contact ADA on 1800 818 338/07 3637 6000 or email info@ADAAustralia.com.au for Assistance.

“Supported by the Australian Government Department of Health. Visit the Department of Health website for more information.”

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48 Wirraway Parade

Inala, QLD, 4077

**Office Hours**

Monday – Friday

9.00am – 1.00pm

Phone: 07 3372 5276

Email: [inala@ipswichmow.org.au](mailto:inala@ipswichmow.org.au)

Website: <https://ipswichmow.org.au>



Ipswich Meals on Wheels Inc

ABN: 95 371 356 577