

## FREQUENTLY ASKED QUESTIONS

### Ordering

**How do I order meals?**

You can place your order by giving us a call on 07 5445 7044.

**When do I need to order by?**

Orders close at midday each Thursday for Friday delivery.

**How do I pay for the meals?**

The easiest way to pay is by credit or debit card when placing your order. If you don't have a credit or debit card, you are welcome to visit one of our offices in Flaxton, Nambour or Maleny and pay by cash or cheque. Unfortunately, our drivers are not able to accept payments on delivery.

**Is there a minimum order?**

Yes, there is a minimum order of five meals.

### Delivery

**Where do you deliver?**

We deliver to most areas of the Sunshine Coast. If you're unsure, feel free to give us a call to check your area.

**When do you deliver?**

We deliver every Friday afternoon between 12pm and 5pm.

**How much does delivery cost?**

Delivery is free for Home Care Package clients, and just \$5 for everyone else.

**Do I need to be home for delivery?**

No, but if you won't be home you will need to leave an esky (with icepacks!) out for our driver to put your meals in. If an esky is not provided, unfortunately your meals will need to be returned to our office and alternate delivery options will need to be arranged.

**What if I have specific delivery instruction?**

Please let us know your delivery instructions when you are placing your order. If you live in a secure building, please note that you will need to be home to accept your delivery. Our driver can call you on arrival. If you live in a village that requires passcode access, please include the passcode in your delivery instructions.

**Do you deliver on public holidays?**

We do not usually deliver on public holidays, however we will advise ahead of time if there is an alternate delivery day for that week.

**Can I pick up the meals instead?**

Yes, absolutely. You can pick your order up from our Flaxton office after 12pm on Fridays. Our address is 360-362 Flaxton Drive, Flaxton.

## Preparation and storage

### **How are the meals packaged?**

The meals will be delivered frozen, packed in reusable paper bags.

### **How do I store the meals?**

The meals will need to be transferred straight into your freezer after delivery. Please ensure they remain frozen until you are ready to eat them. We cannot take responsibility for the meals once delivered.

### **How do I reheat the meals?**

Each meal will come with specific reheating instructions written on the label for you to follow. All meals can be reheated in the microwave.

## General

### **Do I need to be a RangeCare client to order meals?**

Yes, this service is only available to clients of RangeCare. Contact us to see if you are eligible to become a client and receive the meals.

### **Do I need to have meals delivered every week?**

No, you are not signed up to a subscription service. You can order the meals whenever you like.

### **How big are the meals?**

The meals come in a 500ml takeaway style container.

### **How often do you change the menu?**

Our menu doesn't change very often, but we do update our specials seasonally. If there is anything you'd like to see on our menu, please let us know!

### **Do you cater to dietary restrictions?**

We offer low gluten, dairy free and vegetarian options. Unfortunately, we cannot alter our meals to exclude specific ingredients as our meals are made in bulk and frozen.

Our low gluten options are intentionally made without gluten, however, due to food safety legislation, we cannot label them as gluten free as they are created in a kitchen that uses gluten products.

## Eligibility

Customers with a Home Care Package through RangeCare can charge 70% of their meal order to their package. The remaining 30% is paid by you at the time of ordering. You are also eligible for free shipping.

Those who receive funding through the Commonwealth Home Support Program (CHSP) must have a meals referral code before placing an order. Please call My Aged Care on 1800 200 422 to request your code.