



# Inner West Meals on Wheels

## Frequently Asked Questions

### Who can access Inner West Meals on Wheels service?

Anyone aged 65 years or over and their carers. You may contact us on (02) 9747 1135 or register with My Aged Care by calling 1800 200 422 and request an assessment.

### Why choose Inner West Meals on Wheels over other meal services?

In addition to delivering meals, our service provides wellness checks for our clients and gives peace of mind to families knowing that someone is in contact with their loved ones on a regular basis.

### Which areas do you deliver to?

Our meal service provides nutritious meals to people living in the Canada Bay, Strathfield, Burwood and Ashfield LGA's.

### How do I place an order to receive meals?

You can phone us on (02) 9747 1135 or email [mow@cabl.org.au](mailto:mow@cabl.org.au)

### Is there a delivery charge?

No, we do not charge for meal deliveries (CHSP clients only). Extra charges apply in addition to cost of meals for clients receiving Home Care Packages, Private and clients with NDIS plans.

### Is there a minimum order quantity or a lock in contract?

No, there is no lock in contract. You can have regular deliveries or order as required.

### When do you deliver?

We deliver between 10.30am and 12.30pm Monday to Friday. We are closed on public holidays but may accommodate clients with extra meals before these closure dates.

### How much do meals cost?

We have a variety of meal options including:

Frozen Main Meals \$8.00 each

Asian Inspired Meals \$7.50 each

Mini Meals \$5.50 each

Soups, Muffins and Desserts \$3.00 each

### How do I pay?

Invoices are sent at the beginning of each month. Payment options include credit card, direct deposit, cheques and cash.

### Who delivers the meals?

Our team of professionally trained volunteers deliver the meals to our clients. All staff and volunteers hold current Police checks and Working with Children checks.

### What are your COVID-safe protocols?

All of our staff and volunteers are COVID vaccinated. Volunteers wear masks when delivering meals and sanitise their hands in between each client delivery. Clients can also request contactless deliveries.

### What if I won't be home for delivery?

Due to Food Safety regulations, we do not leave meals unattended however, you may contact our office and we'll reschedule delivery at no extra cost.

