



Flagstaff
FINE FOODS

Registered NDIS Provider



**DO YOU
HAVE FOOD
PREPARATION
& DELIVERY
IN YOUR NDIS PLAN?**

CONTACT US

Flagstaff Fine Foods

254 Nolan Street, Unanderra NSW 2526

Tel: 02 4272 0270

Email: finefoods@flagstaffgroup.com.au

Open 9am to 4pm Monday to Friday





RECEIVE MEALS DELIVERED TO YOUR DOOR UNDER NDIS WITH FLAGSTAFF FINE FOODS

The Flagstaff Group has been a proud employer of people with disability since 1966. We understand the needs of people with disability and we love supporting them to live the life they choose.

As a trusted NDIS approved provider, Flagstaff can supply meals under NDIS Core Supports for “Preparation and Delivery of meals”, offering a delicious range of frozen meals through Flagstaff Fine Foods, to help you dine in style.

WHY USE FLAGSTAFF FINE FOODS?

- Over 50 years’ experience in supporting people with a disability in the Illawarra and South Coast.
- Large menu choice of tasty and nutritious main meals, mini meals, soups, desserts and purees.
- Food options to meet your dietary requirements including vegan, gluten free, lactose free, low fat and low sodium meals.
- Soft and pureed meals also available.
- Designed to Australian food accreditation standards by a team of chefs.
- Snap frozen to provide natural freshness, great taste and a long shelf life.
- High quality products sourced where possible from local suppliers.
- Convenient option if you cannot cook your own meals.
- Easy to cook either in the oven or microwave.
- No defrosting or thawing required.
- Delivery to regions of Illawarra, Shoalhaven, Southern Highlands, Goulburn, Campbelltown and Camden.

ABOUT FLAGSTAFF FINE FOODS

Flagstaff Fine Foods offers a variety of delicious and balanced frozen meals to assist you with your eating plan. Enjoy a variety of dishes with over 100 options including soups, mini & main meals and desserts. Soft and pureed meals also available.

Straight from the freezer, cook in either the microwave or oven. It’s easy, convenient and nutritious. Plus, if you live in the Illawarra, Shoalhaven and other specified areas, your order will be delivered to your door.



HOW DOES IT WORK?

Firstly, you will require the appropriate funding in your NDIS plan.

To allow Flagstaff Fine Foods to provide your meals, our Flagstaff NDIS team will need to set you up with a Service Agreement and create an account for you. The first delivery of meals cannot take place until funding has been confirmed and approved. **To contact our NDIS team, please call (02) 4272 0254.**

Once you have a Service Agreement in place with Flagstaff, you can then order your meals through Flagstaff Fine Foods - by phone order on **(02) 4272 0270** or via a printed order form that can be emailed back to **finefoods@flagstaffgroup.com.au**. Feel free to contact our friendly Fine Foods customer service team to assist with your orders.

NDIS will fund meals by covering the cost of meal preparation and delivery. Your funding will be charged a flat rate of \$10 per item for your delivered meals.

The charge is debited to your NDIS plan under the food preparation line item.

Read our FAQ's on the back page to find out more.

YOUR OPTIONS

Flagstaff Fine Foods offers meal plan options to ensure your freezer is always full of meals.
It's like having a restaurant in your freezer!

#7

MEAL PLAN

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CHOOSE 1 ITEM PER DAY
E.G. MINI OR
MAIN MEAL

#14

MEAL PLAN

.....

CHOOSE 2 ITEMS PER DAY
E.G. MAIN MEAL PLUS
A SOUP OR
DESSERT

#21

MEAL PLAN

.....

CHOOSE 3 ITEMS PER DAY
E.G. ENJOY A THREE
COURSE MEAL

FREQUENTLY ASKED QUESTIONS

Is Flagstaff a registered NDIS meal provider?

Yes, The Flagstaff Group is a trusted registered NDIS provider for many services, including Core Supports Preparation and Delivery of Meals.

How do I know if I have food preparation in my plan?

Under NDIS, the line item in your plan would be under Core Supports "Preparation and delivery of meals". Line Item 01_022_0120_1_1. This support item is for the preparation and delivery of food to NDIS participants who are unable to do this themselves, and are not in receipt of other supports that would meet the same need. The cost of the food itself is not covered by the NDIS.

To be eligible for home delivered meals, your NDIS plan needs to include the appropriate funding to deliver this service. If you are not sure if your plan includes this funding, please contact the NDIS on 1800 800 110 or feel free to contact the Flagstaff NDIS team on 4272 0254 and we will be able to assist you.

What will it cost?

Your NDIS payment is \$10 per item for the preparation and delivery of meals.

Who pays for the meals?

Under your NDIS plan, Flagstaff will charge the cost of preparation and delivery to NDIS or your plan manager directly.

If you are self-managed or Plan Managed, we will send the invoice to you or your Plan Manager so that you can claim against the NDIS.

How long does it take to sign up and get my first delivery?

After you get in contact, the whole process may take 7-10 days. We need to sit with you in person to go through the Service Agreement (and send off any paperwork to NDIS if required – and wait for approval). Once your NDIS paperwork is finalised, you can then place your meal order with us, and your meals will be delivered on the next available delivery day in your area.

Can I buy Fine Foods without a NDIS plan?

Yes you can. We also offer a retail over the counter service not linked to funding or eligibility. Ordering and payment can be done online or by phone at www.flagstafffinefoods.com.au or 4272 0270.

When do I have to make my order?

Orders will need to be placed at least 48 business hours before your specified delivery day.

Do I need to order each time?

Yes. You will need to remember to place your order each week (or every time you would like a delivery). Some handy tips are to set a reminder in your calendar, in your smart phone or pop one of our printed menus on your fridge to remind you about us.

Which regions do you deliver to?

We currently deliver in the Illawarra, Shoalhaven, Goulburn, Southern Highlands, Campbelltown and Camden regions. Some areas receive a weekly or fortnightly delivery. Check our website or with our Fine Foods office about your delivery day and frequency.

How are the meals delivered?

A Fine Foods vehicle will deliver your meals to your door. When you make an order, we will advise you of the delivery date. You will need to be home to receive the order. Delivery of meals must be accepted and signed for by the participant or someone on behalf of the participant. As we are a Social Enterprise and care for our clients, we do not offer a drop and run service. Also due to food safety requirements, we cannot leave the meals at your front door unattended.

If the delivery is unable to occur, one (1) re-delivery will be attempted by Flagstaff. If delivery is unable to be completed on the second attempt, additional delivery charges may apply for additional re-delivery, or the standard 'Flagstaff Service Delivery & Cancellation Policy' applies.

Can I pick up meals from your office?

No. The NDIS food service is a delivery service only.

How do I cook the meals?

Meals can be cooked either in the microwave or oven. They do not have to be thawed or defrosted. You do not need to pierce or peel back the film prior to cooking. Please follow the specific cooking instructions on each meal label.

What if I have allergies or if I am vegetarian or gluten free?

Our extensive menu caters for a large range of dietary requirements. Check our online Meal Info Kit for nutritional information about all our meals. Also refer to each meal product listing on our website.

Where can I find out about meal nutritional information?

Flagstaff Fine Foods has a Meal Info Kit available online at www.flagstafffinefoods.com.au. Also, all our meal labels and website product listings display nutritional information and ingredients.

Do I have to have the same meals each week?

No. You can change your order each delivery to suit what you feel like. It is all about choice. Just place your order 48 business hours prior to your delivery day. Easy.

If I want to stop the meal delivery, how do I cancel?

Contact the Fine Foods customer service team on 4272 0270 to cancel your order.

REGISTER WITH FLAGSTAFF
+ ORDER + WE PREPARE AND
FREEZE + DELIVERED TO YOUR DOOR
+ COOK AS PER INSTRUCTIONS

EASY,
CONVENIENT
AND
DELICIOUS