



Flagstaff
FINE FOODS

Registered NDIS Provider



DO YOU HAVE FOOD PREPARATION AND DELIVERY

IN YOUR NDIS PLAN?

FLAGSTAFF FINE FOODS CAN HELP YOU!

CONTACT US

Flagstaff Fine Foods

254 Nolan Street, Unanderra NSW 2526

NDIS Quotes and Service Agreement setup
02 4272 0226

NDISMeals@flagstaffgroup.com.au

Orders 02 4272 0270

finefoods@flagstaffgroup.com.au

Open 9am to 4pm Monday to Friday
www.flagstafffinefoods.com.au





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

As a trusted NDIS approved provider, Flagstaff Fine Foods 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 breakfasts, main meals, mini meals, soups, desserts and purees.
- Food options to meet your dietary requirements including vegan, vegetarian, 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

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.

Flagstaff Fine Foods offers a variety of delicious and balanced frozen meals to assist you with your eating plan. Enjoy the choice of over 100 options including breakfasts, mini & main meals, soups 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.

To order Tel: 02 4272 0270



HOW DOES IT WORK?

Step 1 - Obtain 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.

If you do not have the funding in your plan, the Flagstaff team can help to have a quote created for you.

NDIS will fund meals by covering the cost of meal preparation and delivery. Your NDIS plan will be charged a flat rate of **\$11 per item** for your delivered meals under the food preparation line item.

A **\$2 co-payment charge (per item)** will also apply for new customers from 1 July 2022. Payment is required before delivery can be made.

To contact our NDIS Access Engagement team, please call (02) 4272 0226.

Step 2 - Place your order

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.

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 delicious meals.

It's like having a restaurant in your freezer!

#7
MEAL PLAN
.....
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

REGISTER WITH FLAGSTAFF

+ ORDER + WE PREPARE AND FREEZE + DELIVERED TO YOUR DOOR
+ COOK + EASY, CONVENIENT AND DELICIOUS AS PER INSTRUCTIONS

WWW.FLAGSTAFFFINEFOODS.COM.AU

FREQUENTLY ASKED QUESTIONS

Is Flagstaff a registered NDIS meal provider?

The Flagstaff Group is a trusted registered NDIS provider for many NDIS services and programs, 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 0226 or email NDISMeals@flagstaffgroup.com.au and we will be able to assist you.

What will it cost?

Your NDIS payment is \$11 per item for the preparation and delivery of meals.

What is the \$2 co-payment?

To accommodate for the increase in produce, Flagstaff Fine Foods will be charging a co-payment amount of \$2 per menu item from 1 July 2022. This amount applies to new customers and is classified as an out-of-pocket expense.

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. Meals are invoiced once delivered.

In the event of:

- a) an Adequate Notice Cancellation, no charge will be incurred;
- b) a Short Notice Cancellation, 100% of agreed fees will be incurred; and
- c) a No Show, 100% of the agreed fees will be incurred.

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

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

Can I buy Flagstaff Fine Foods without a NDIS plan?

Yes you can. Ordering and payment can be done by calling 4272 0270 or online at www.flagstafffinefoods.com.au.

When do I have to make my order?

Orders need to be placed at least one week prior to 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).

Which regions do you deliver to?

Fine Foods currently deliver in the Illawarra, Shoalhaven, Goulburn, Southern Highlands, Campbelltown and Camden regions. Some areas receive a weekly or fortnightly delivery. Check our website for details.

How are the meals delivered?

Fine Foods will deliver your ordered meals to your door on the advised 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. We do not offer a drop and run service. Due to food safety requirements, we cannot leave the meals at your front door unattended.

After one delivery attempt has been made, you will be notified to pick up your order from Flagstaff's Unanderra Office where it will be kept for three days. You will be charged for your order once pickup is complete in line with Flagstaff's 'Service Delivery and Cancellation Policy'.

Can I pick up meals from your office?

The NDIS food service is a delivery service only, pick up is only allowed if we attempted a delivery and you were not at home. In this situation, you can pick up for meals from Flagstaff Fine Foods within three days.

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 and the meal label for up to date ingredients and allergens.

Where can I find out about meal nutritional information?

Flagstaff Fine Foods has a Meal Information Kit available online at www.flagstafffinefoods.com.au. 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.

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.