



Meals on Wheels™
Bundaberg & District

**June
2025**

Monthly Newsletter

From the Managers Desk

You might have heard that aged care is changing. From 1 July 2025, the Australian Government was set to introduce the new Aged Care Act, this date has now been pushed back to 1st of November 2025.

To prepare for the changes and to keep receiving meals, all clients will need to be registered with My Aged Care and undergo an assessment.

If you are already registered and assessed — fantastic! Just make sure we have your My Aged Care (MAC) ID or meal referral code.

If you're unsure, don't worry — we can check for you and help guide you through the process.

Many of you will have recently undertaken our annual client surveys. In addition to these surveys we are also undertaking individual reviews. While they sound similar, they do serve different purposes:

Surveys are quick and can be anonymous, giving you a chance to share how we're doing — from meal quality to delivery and service.

Our reviews are all about you. One of our team members will chat with you—either over the phone or in person—to make sure your current meal plan still suits your health, lifestyle, and preferences. We'll go over dietary needs, menu choices, and any changes you'd like to make. These conversations also help us improve our service. And if something isn't quite right, we'll work together to fix it.

We're also proud to share that our Board has recently endorsed our 2025–2028 Business Plan. It focuses on quality care, smart growth, and making sure our service stays strong and resilient well into the future.

Inside this edition, you'll also find our updated 2025/2026 price schedule.

If you have any questions or need help registering, give us a call on 07 4151 5825 — we're always happy to help.

Warm regards,

Jessica Greenaway

Business Manager
Bundaberg & District Meals on
Wheels Inc.

In this newsletter you can expect:

From the
Mnaagers Desk

Community
News

Client and
Volunteer
Updates

Highlights

Monthly Puzzle

Need to make changes?

Deliveries for
Monday- Ring
us by 8:00am
Monday
morning.

Deliveries for
Tuesday to
Friday - Ring us
by 3:00pm the
day before.

Any changes
made outside
these times will
not take effect
until the
following day
due to meal
preparation in
our kitchen.

Highlights

Did You Know? Our Fresh Sandwiches Are Made Onsite by Volunteers!

Here at Bundaberg & District Meals on Wheels, we're all about providing choice, freshness, and that extra touch of care. That's why we offer freshly made sandwiches as part of your meal options—and they're lovingly prepared onsite by our amazing volunteers.

Sandwiches are a great option if you prefer something light, easy to eat, or ready to go without reheating. They're a convenient and nutritious addition made with quality ingredients and a whole lot of heart.

If you haven't added a sandwich to your meal pack before, now's a great time to give it a try! To change your order or find out more, just call our team on 07 4151 5825. We're here to help make mealtimes enjoyable, personal, and tailored to your tastes.

Big thanks to our volunteers who keep the kitchen humming and the sandwiches coming!



Hot Meal or Salad? The Choice is Yours!



Did you know that you can choose between a hot meal or a fresh salad for your main? We understand that everyone has different tastes and preferences — and some days, you might simply feel like something a little different. That's why we offer flexible meal options, including hearty hot meals or light and refreshing salads, depending on what suits you best.

Whether you'd like to make a permanent change or just switch things up occasionally, it's easy to update your preferences. We're here to support your wellbeing and make mealtimes something to look forward to — your way.

☎ To make a change to your meal selection, simply call our team on (07) 4151 5825 or speak with your delivery volunteer.

Volunteer Updates

Delivery Notes

Volunteers are reminded to review the comments section of their Runsheet for any delivery notes. We use this to provide important information relating to the client delivery. This may change from day to day so please review for each client delivery.

Account Enquiries

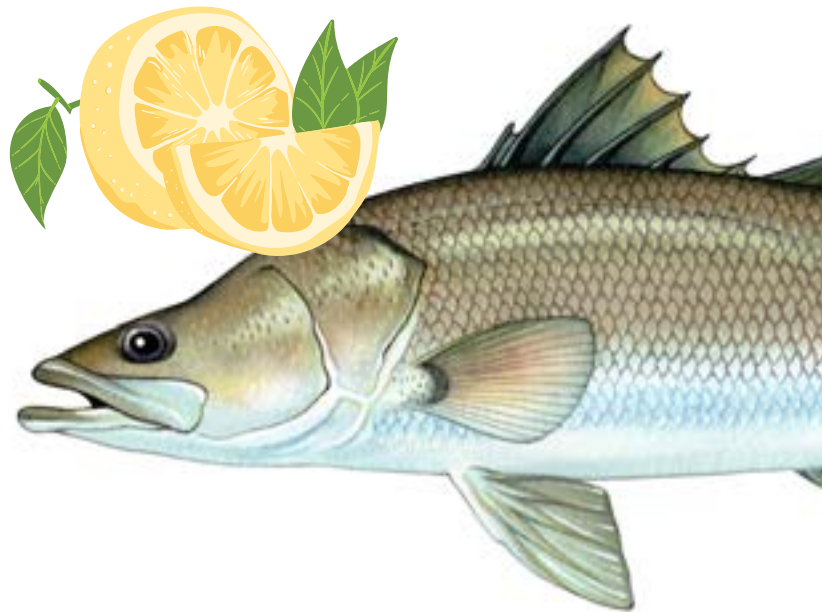
We kindly ask all volunteer drivers to refer any financial enquiries directly to the office for assistance.

Meal Returns or Alternate Deliveries

If a meal is returned or left at an alternate address, drivers are asked to note this on the run sheets. This ensures that if a customer enquires about the whereabouts of their meal, we can provide accurate information.

Menu Changes

Volunteers are reminded that they are not able to accept client menu changes or updates. Please have the client contact the office directly.



Client Updates

Exciting Menu Update!

Lemon Butter Barramundi and Red Wine Beef have made a return to the menu — enjoy! We have also have a number of new menu items including Asian Pork Mince, Smoked Chicken Quiche and Coconut Lime Chicken.

Frozen Meal Order Reminders

We would like to remind everyone that all frozen orders must be received before 11 AM the day before delivery.

Delivery Time Reminder 10:30 AM – 12:30 PM

We have a number of new drivers and new clients, meaning some delivery routes and times may have changed and your meal may arrive at a slightly different time than usual. Our delivery window remains **10:30 AM – 12:30 PM**. Please do not call before 12:30 PM to ask where your meal is, as we will respectfully ask you to wait until the delivery window has passed and call back if required.

Meals on Wheels Community News



Revved Up for a Cause! Bundaberg 4WD Club Chooses Us as 2025 Charity Partner

We're thrilled to announce that Meals on Wheels Bundaberg & District has been selected as the 2025 Charity of the Year by the amazing team at the Bundaberg 4WD Club Inc.!

Each year, the club raises funds through the sale of their iconic 4WD calendar and a series of community events, donating proceeds to a local cause close to their hearts. And this year, they've chosen us — helping fuel our mission to deliver not just nutritious meals, but also companionship, dignity, and peace of mind to older people throughout the Bundaberg region.

A heartfelt thank you to Brad and the entire Bundaberg 4WD Club crew for putting their support behind the wheels behind our wheels. 🥰

Stay tuned — we'll be featured in their upcoming 2025 calendar! 📅



Bundaberg Brewed Drinks Staff Hit the Road for a Good Cause

We recently welcomed Bundaberg Brewed Drinks to the Meals on Wheels delivery team—this time, not just as proud producers of Australia's favourite ginger beer, but as community champions helping bring meals to locals in need.

Bundaberg Brewed Drinks will be taking on a monthly delivery run with Meals on Wheels. What makes this initiative even more special is it will be their own staff volunteering their time to deliver meals to clients across Bundaberg.

We extend a heartfelt thank you to the entire team at Bundaberg Brewed Drinks for their community spirit and hands-on involvement. It's partnerships like these that help keep the wheels turning and our community connected.

**If you know a business or organisation who
would like to get involved in a similar way,
we'd love to hear from them!**

28 May 2025

Dear Client,

We are writing to inform you of important changes to our pricing structure that will take effect from **1 July 2025**.

From this date, we will be moving to a unit-based pricing model. This simply means you'll be able to choose the parts of the meal you'd like, and only pay for what you order, and that the total cost will depend on which individual meal components you choose. This new system gives you more flexibility and helps make sure you're only paying for the items you really want.

This approach offers:

- Greater transparency around what you're paying for
- Fairer alignment with the real cost of meal components
- More flexibility and choice for clients, as all components will be fully interchangeable.

For clients receiving the standard meal package of a main meal, soup, dessert and sandwich there will be no impact on your meals cost. For those clients on non-standard meal packages, they may see an increase or a decrease depending on what items they have substituted.

No Major Price Rise – Just Small Adjustments

While there is no across the board percentage increase to the price of individual meal items. Some minor changes and normalisation of pricing have been made to better reflect the actual cost of each meal component and to keep our service sustainable for the future.

Update for Home Care Package and NDIS Clients

If you receive meals through a Home Care Package (HCP), Support at Home (SAH) or the National Disability Insurance Scheme (NDIS), your client contribution is changing from 25% to 30%. This update brings us in line with current industry standards across Australia.

What's Included

A copy of the updated pricing structure is included with this letter. It clearly shows the cost of each menu item, so you can make choices that suit your appetite, health needs, and budget.

What do I need to do?

Nothing — if we don't hear from you, we'll continue delivering your current menu plan as usual. If you'd like to make changes to your meal selections, just give us a call and we'll be happy to help. If you have questions or would like to discuss these changes, please contact our office on 07 4151 5825.

Please be assured we are committed to working with you to ensure access to meals remains affordable and equitable. If you are experiencing financial hardship, please get in touch so we can discuss a suitable arrangement. We appreciate your understanding and ongoing support as we continue to improve and future-proof our service for the Bundaberg community.

Sincerely

The Bundaberg & District Meals on Wheels Team

Bundaberg and District Meals on Wheels Pricing Schedule

The below pricing will take effect from 1 July 2025.

	Home Care Package (HCP), Support at Home (SAH) or National Disability Insurance Scheme (NDIS)			Commonwealth Home Support Program (CHSP)
	Unit Price	Raw Food Contribution Billed to Client	Provider Claim Billed to Package	Client Contribution
Main Meal Choose from: • Hot Meal • Chilled Meal • Frozen Meal • Fresh Salad	\$17.30	\$5.19	\$12.11	\$8.00
Discounted Main Meal (*When part of Meal Package)	\$15.30	\$4.59	\$10.71	\$5.00
Soup	\$2.00	\$0.60	\$1.40	\$2.00
Dessert	\$3.00	\$0.90	\$2.10	\$3.00
Sandwich	\$5.50	\$1.65	\$3.85	\$3.00
Juice	\$1.00	\$0.30	\$0.70	\$1.00
Breakfast Box	\$8.00	\$2.40	\$5.60	\$3.00
Gravy	\$2.00	\$0.60	\$1.40	\$2.00
* Enjoy great value with our Meal Package! Each package includes 1 Main Meal (<i>Hot, Chilled, Frozen or Salad</i>) plus your choice of 3 sides: Soup, Dessert, Sandwich or Juice.				

Help shape the way Meals on Wheels Queensland communicates

To support a fresh phase of digital growth and awareness, Meals on Wheels Queensland has partnered with communications agency Rowland to better understand how our brand is perceived and how we can modernise our messaging. As a valued stakeholder of Meals on Wheels Queensland, we invite you to take part in our Stakeholder Survey. This survey should only take 5 minutes, but may take a little longer, depending on the extent of your comments in open-ended questions.

Have Your Say!

We're excited to be planning a new campaign to celebrate 70 years of caring, connection, and community support in 2026.

To make sure our message truly reflects the incredible work of our volunteers and the needs of those we serve, we want to hear from you!

→

Survey closes Tuesday, 10 June

Meals on Wheels™
Queensland



myagedcare

You can call My Aged Care on:

1800 200 422

They are open Monday to Friday 8am to 8pm,
Saturdays 10am to 2pm and closed on Sundays
and national public holidays.



Meals on Wheels™
Bundaberg & District

07 4151 5825

www.bundabergmealsonwheels.com.au

10 Eastgate Street Bundaberg, QLD, 4670

Monthly Puzzle

🧠 Queensland Trivia: Name That Town! 🧠

Can you guess the Queensland town or place based on the clue?

1. Atmosphere: _____
2. Gives a ringing sound: _____
3. Where a kind of blackbird lays its eggs: _____
4. An Australian wild dog: _____
5. A lady with a title: _____
6. A precious stone: _____
7. A kind of bag: _____
8. A lot of hills with sharp tops: _____
9. 5,280 feet: _____
10. A kind of sleeve: _____
11. A kind of fruit: _____
12. A kind of nut: _____
13. Confusing creek: _____
14. Receive cheerfully creek: _____
15. Kind of fish creek: _____
16. A fruit tree creek: _____
17. A cricketer: _____



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	8	4		9	7			
7	1						5	9
			1	3		4	8	
6	9	7			2			8
	5	8					6	
4	3			8			7	