



**Meals on Wheels**  
Central Coast



**More  
than just  
a meal**

**Pet Food Menu**  
2017-2018

Meals on Wheels Central Coast is excited to introduce our first ever Pet Food Menu as part of our Meals on Wheels for Furry Friends program. Thanks to a grant from the NSW Department of Family and Community Services and in partnership with East Coast Dogs, we are pleased to offer reduced cost, premium quality food for your beloved pet with free delivery by our caring volunteers. Our goal is to help reduce the physical and financial burden of owning a pet, helping you to keep your furry friend for as long as possible.



Dennis Taylor  
*Chief Executive Officer*



## Contents

<b>Pet Size Guide</b> _____	<b>2</b>
<b>Menu</b> _____	<b>3</b>
• Cats & Toy Dogs..... p.3	
• Small Dogs..... p.3	
• Medium Dogs..... p.4	
• Maxi Dogs..... p.4	
• Large Dogs..... p.5	
<b>Raw &amp; Fresh Diet</b> _____	<b>6</b>
<b>How to Order</b> _____	<b>7</b>
<b>Service Terms</b> _____	<b>10</b>



# Pet size guide

Our pet food is delivered to you in pre-packaged individual portions that best meet the **total** daily nutritional needs of your cat or dog, depending on their body weight. You only need to order a **single portion** for one day.

If you do not know the weight of your furry friend, the following guide of typical breed sizes will help you determine which meals to order for your pet. Please see Page 6 for more information on feeding your pet.

## Cat & Toy Dogs (Up to 9kg)

All cats. Chihuahua; Fox Terrier; Jack Russell; King Charles Spaniel; Maltese Terrier; Miniature Pinscher; Miniature Schnauzer; Pekingese; Pomeranian; Pug; Shih Tzu; Silky Terrier; Toy Poodle; Yorkshire Terrier.

## Small Dogs (10-19kg)

Australian Cattle Dog; Beagle; Cocker Spaniel; Corgi; Border Collie; French Bulldog; Dachshund; Kelpie; Miniature Poodle; Staffordshire Bull Terrier; Standard Schnauzer; Whippet.

## Medium Dogs (20-29kg)

Afghan Hound; Australian Shepherd; Basset Hound; Bearded Collie; Bulldog; Dalmation; German Shorthaired Pointer; Irish Water Spaniel; Pitbull Terrier; Poodle; Samoyed; Shar Pei; Siberian Husky.

## Maxi Dogs (30-39kg)

Boxer; Briard; Doberman; Giant Schnauzer; German Shepherd; Golden Retriever; Gordon Setter; Greyhound; Labrador; Old English Sheepdog; Rhodesian Ridgeback; Weimaraner.

## Large Dogs (40kg+)

Akita; Bernese Mountain Dog; Bloodhound; Bullmastiff; Cane Corso; Great Pyrenees; Irish Wolfhound; Rottweiler; Vizsla.



## Cats\* & Toy Dogs Up to 9kg

**Basics Range** \*Cats to eat only from the Basics Range.

*90% pet grade mince + 10% offal. 125g serving.*

Chicken <b>\$1.80</b>	<b>900-01</b>
Beef <b>\$1.80</b>	<b>900-02</b>
Kangaroo <b>\$2.30</b>	<b>900-03</b>

### Essentials Range

*70% pet grade mince + 20% vegetables + 10% offal. 125g serving.*

Chicken <b>\$2.10</b>	<b>900-04</b>
Beef <b>\$2.10</b>	<b>900-05</b>
Kangaroo <b>\$2.60</b>	<b>900-06</b>

## Small Dogs 10-19kg

### Basics Range

*90% pet grade mince + 10% offal. 250g serving.*

Chicken <b>\$3.30</b>	<b>900-07</b>
Beef <b>\$3.30</b>	<b>900-08</b>
Kangaroo <b>\$3.80</b>	<b>900-09</b>

### Essentials Range

*70% pet grade mince + 20% vegetables + 10% offal. 250g serving.*

Chicken <b>\$3.60</b>	<b>900-10</b>
Beef <b>\$3.60</b>	<b>900-11</b>
Kangaroo <b>\$4.10</b>	<b>900-12</b>



## Medium Dogs 20-29kg

### Basics Range

*90% pet grade mince + 10% offal. 500g serving.*

Chicken <b>\$4.50</b>	<b>900-13</b>
Beef <b>\$4.50</b>	<b>900-14</b>
Kangaroo <b>\$5.00</b>	<b>900-15</b>

### Essentials Range

*70% pet grade mince + 20% vegetables + 10% offal. 500g serving.*

Chicken <b>\$4.80</b>	<b>900-16</b>
Beef <b>\$4.80</b>	<b>900-17</b>
Kangaroo <b>\$5.30</b>	<b>900-18</b>

## Maxi Dogs 30-39kg

### Basics Range

*90% pet grade mince + 10% offal. 750g serving.*

Chicken <b>\$5.30</b>	<b>900-19</b>
Beef <b>\$5.30</b>	<b>900-20</b>
Kangaroo <b>\$5.80</b>	<b>900-21</b>

### Essentials Range

*70% pet grade mince + 20% vegetables + 10% offal. 750g serving.*

Chicken <b>\$5.60</b>	<b>900-22</b>
Beef <b>\$5.60</b>	<b>900-23</b>
Kangaroo <b>\$6.10</b>	<b>900-24</b>



## Large Dogs Over 40kg

### Basics Range

*90% pet grade mince + 10% offal. 1kg serving.*

Chicken <b>\$6.50</b>	<b>900-25</b>
Beef <b>\$6.50</b>	<b>900-26</b>
Kangaroo <b>\$7.00</b>	<b>900-27</b>

### Essentials Range

*70% pet grade mince + 20% vegetables + 10% offal. 1kg serving.*

Chicken <b>\$6.80</b>	<b>900-28</b>
Beef <b>\$6.80</b>	<b>900-29</b>
Kangaroo <b>\$7.30</b>	<b>900-30</b>



Chicken Basics (left) &  
Beef Basics (right)





# Raw & Fresh Pet Food

Since 1967, Meals on Wheels Central Coast has provided wholesome, nutritious food to local seniors and people with a disability, with an unwavering commitment to improving their health and wellbeing. Now we are extending this commitment to our clients' furry friends by offering biologically-appropriate raw and fresh pet food.

We believe your furry friends should be given every opportunity to live a long and healthy life, and it all starts with their diet. Our pet food range is complete and balanced with your pets' health at the forefront, meaning your little friend can enjoy premium quality, fresh food without any preservatives, chemicals or additives. It also means less costly trips to the vet!

## Why raw?

Cats and dogs in the wild eat their food raw, so why should it be any different for the furry friends that share our homes? They do, after all, share the same digestive system.

Cats and dogs have, over time, become accustomed to the commercial foods we have put in front of them, purely out of our own convenience, but that does not mean it has become healthier for them. Commercial pet foods are full of preservatives, colours and salt. They have additives to make the food taste better, which encourages pets to overeat. It is like humans living entirely on fast food - we would survive, but our bodies would always be working overtime to discard all the harmful ingredients we are putting in. We would feel tired constantly and generally unwell.

## How much should I order for my furry friend?

Our pet food comes in pre-packaged (and freezable) individual portions that best meet the total daily nutritional needs of your cat or dog, so you only need to order a **single portion** for one day. Our partners at East Coast Dogs recommend you split this daily portion into **two separate feeds** per day, although you can offer it to your pet in one single sitting if need be. If your pet is pregnant, lactating or weighs more than 50kg, they may need additional calories. For more information, please contact East Coast Dogs on **0431 192 867** or at **sales@eastcoastdogs.com.au**



# How to Order

## **Becoming a client of Meals on Wheels Central Coast**

To order from our Pet Food Menu, you must first be registered as a client of Meals on Wheels Central Coast. The process of becoming a client depends on whether you wish to access our Pet Food Delivery service only or if you would also like to access our regular Meal Delivery Service.

### ***I just want Pet Food for my furry friends***

If you are 65 years or over or younger with a disability, you can become a client of our Pet Food Delivery Service simply by calling our Head Office on **(02) 4357 8444**.

### ***I also want meals for myself***

If you are 65 years or over\* please contact My Aged Care on **1800 200 422** or visit the My Aged Care website to be referred to our service: **[www.myagedcare.gov.au](http://www.myagedcare.gov.au)**.



# How to Order (cont.)

## Becoming a client of Meals on Wheels Central Coast (cont.)

If you are under the age of 65\*\*, you will need to have meals included on your NDIS Plan to become a client of Meals on Wheels Central Coast. Please contact the NDIS on **1800 800 110**.

Alternatively, you can visit the NDIS website at **[www.ndis.gov.au](http://www.ndis.gov.au)**.

\* 50 years or over for Aboriginal and Torres Strait Islanders

\*\* Under the age of 50 for Aboriginal and Torres Strait Islanders

## Understanding our menu

Our pet food is conveniently coded for easy use. You will find the item code on the right side of each page.

---

Chicken

900-28

---

## Placing an order

You will be provided with an order form for you to fill out with your details, delivery dates and pet food selections using the item code. Order forms can be forwarded to us by the following means or handed to a Meals on Wheels Central Coast volunteer:

**Fax:** (02) 4357 8448

**Email:** [sales@ccmow.com.au](mailto:sales@ccmow.com.au)

Alternatively, you can place an order over the phone by calling **(02) 4357 8444** or through our website at **[www.ccmow.com.au](http://www.ccmow.com.au)**.

If you are a client of our regular Meal Delivery Service and are ordering meals for yourself AND your furry friend/s, you can order these using the same form or (if calling or ordering online) at the same time.

## Recurring orders

You can create a recurring order by advising us of the number of pet meals you would like to receive each week over your preferred number of weeks (i.e. four meals a week over three weeks). This order is then regenerated after your preferred number of weeks (i.e. every three weeks) to run in the same pattern.

Please see an example of a recurring order on the following page.

# How to Order (cont.)

## Recurring orders (cont.)

Example: Four pet meals a week over three weeks.

Week 1	Week 2	Week 3	Week 1
Chicken Basics	Chicken Essentials	Chicken Basics	Chicken Basics
Beef Basics	Beef Essentials	Chicken Essentials	Beef Basics
Beef Essentials	Kangaroo Basics	Beef Basics	Beef Essentials
Kangaroo Essentials	Kangaroo Essentials	Kangaroo Basics	Kangaroo Essentials
Initial order			Recurring →

You are welcome to change your pet's meals, the number of meals and the frequency of recurrence at any time.

## Paying for your order

All orders are to be paid fortnightly in arrears. There are no binding contracts.

Meals on Wheels Central Coast encourages our clients to use Direct Debit, with payments for your meals deducted automatically from your bank account each fortnight. Direct Debit is the simplest and most convenient way to make sure your account is paid in full and on time. To update your bank details, please contact our Accounts team on **(02) 4357 8444** or email [accounts@ccmow.com.au](mailto:accounts@ccmow.com.au).

Meals on Wheels Central Coast also accepts payment by cheque posted to:

Meals on Wheels Central Coast  
Attn: Accounts  
PO Box 5260  
Chittaway Bay NSW 2261

Alternatively, you can pay by Electronic Funds Transfer to:

**Acct Name:** Meals on Wheels Central Coast Limited  
**BSB:** 012-621  
**Acct No:** 284-243-986

# Service Terms

When you become a client of Meals on Wheels Central Coast, you will be required to provide contact information (such as name, contact number and delivery address), emergency contact information and you may be required to provide financial information for billing purposes. If we have trouble processing or delivering an order, we will use this information to contact you.

If you are not home or contactable at the agreed time of delivery and/or we suspect that there may be a health or medical issue in need of attention, we may contact your emergency contact person, local hospitals and/or emergency services. This is to ensure your health and wellbeing.

## Delivery Policy

Meals are only delivered to registered clients on the Central Coast and on selected weekdays only. You are required to be home to accept a delivery on a day previously agreed to by you and Meals on Wheels Central Coast. Generally, we require a minimum of three business days notice for a delivery request. Meals on Wheels Central Coast cannot give or adhere to a request for a specific delivery time.

Meals on Wheels Central Coast accepts no liability for the loss or deterioration of any goods once they have been delivered. We will not be held liable for any financial or physical damages of any kind.

Meals on Wheels Central Coast will not replace or provide a refund for any meals ordered by the client by mistake. Clients must notify Meals on Wheels Central Coast if they have received an incorrect meal or are missing a meal within 24 hours of delivery by phone on (02) 4357 8444. Missing meal items will be delivered to the client on an alternative day agreed to by the client and Meals on Wheels Central Coast.

## Privacy Policy

Meals on Wheels Central Coast only collects personal information that is necessary for our work. We do not disclose the personal information of our clients or volunteers to third parties, unless we are provided with consent by our clients to do so, or if we are required to do so by law. Unless consent has been provided, we do not publish personal information in publications or on our website and social media. Meals on Wheels Central Coast actively seeks to ensure that all personal information we collect is protected from misuse, unauthorised access, modification or disclosure.

We will only use your information for the purpose of evaluating and improving our service on the Central Coast and to provide statistics about our clients to the Federal and State governments to help plan and improve services across the region. This information, however, is anonymous and will not affect your entitlement to services. Any statistical information about clients which is made public will not identify individuals.

Individuals may request copies of personal information held by Meals on Wheels Central Coast and request the correction of any inaccuracies.

*These terms are subject to change without notice. For the most up-to-date terms of service, please contact Meals on Wheels Central Coast directly.*



**phone** (02) 4357 8444  
**fax** (02) 4357 8448  
**email** sales@ccmow.com.au  
**address** PO Box 5260, Chittaway Bay NSW 2261

**[www.ccmow.com.au](http://www.ccmow.com.au)**