



Introducing CareApp

We are excited to introduce CareApp, a smartphone and computer application that has been developed to build a care community for you and your loved ones and carers.

CareApp sorts members of the community into care circles such as primary carers as well as family and friends. When visiting you, our volunteers and staff members can share appropriate information with your family at the click of a button.

The cloud based app is compatible with iOS and Android operating systems and most web browsers, allowing family members to access the system anytime.

Your families will now be able to receive direct updates as well as being able to receive private, real time notifications and photographs of you at outings and events. These photos cannot be shared to other

platforms such as Facebook, so your privacy is assured. There is also a message and check in feature that reinforces the support network that our Meals on Wheels Central Coast clients have.

The CareApp system will be rolled out at Meals on Wheels Central Coast, starting with clients, volunteers and staff at the Tuggerah Delivery Centre.

All clients will be asked to sign a consent form before their profile is set up on CareApp. This will be sent out to you over the coming weeks and if you would like to be involved, just complete and send back to us.



Client Annual Reviews

Appointments for annual reviews are currently being made with all clients who have been with us for twelve months or more.

Your Client Services Officer will be in contact with you to arrange a time to come and have a chat about our service and how you are finding it.

We will also take this opportunity to ensure that your details are up to date. These meetings will only take around 15 to 30 minutes of your time.

We thank you for your cooperation and assistance in performing these annual reviews.



Lyn, Client Services Officer, Tuggerah, with valued client Sylvia

Easter & Anzac Day Closure

Easter Orders, Deliveries & Office Closure



All Meals on Wheels Central Coast outlets will be closed from **2pm Thursday 18 April** and will reopen on **Tuesday 23 April**. The office will also be closed on **Thursday 25 April** for the Anzac Day Public Holiday.

Order Schedule for the Easter/Anzac Day Period

Order Date	Earliest Delivery Date
Monday 15 April 2019	Tuesday 23 April 2019
Tuesday 16 April 2019	Tuesday 23 April 2019
Wednesday 17 April 2019	Wednesday 24 April 2019
Thursday 18 April 2019	Friday 26 April 2019
Tuesday 23 April 2019	Friday 26 April 2019
Wednesday 24 April 2019	Monday 29 April 2019

Please note: If you normally receive a recurring order, your Client Services Officer will be in contact to arrange a delivery date.

Online Ordering

Plan your meals with ease with our online ordering system. We can set you up for online ordering in just a few minutes so you, or your friends/family, can order your meals in just a few clicks.

To find out more, chat to your Client Services Officer or email marketing@ccmow.com.au.

Centrepay Now Available

We now have another option available for payment of your statements. Centrepay is a free billing service administered by the Australian Government Department of Human Services. You can utilise Centrepay to make payments for things such as rent, electricity and phone and now your meals!

Centrepay is an extremely easy way to pay for your meals and it's worry free. No longer do you have to wonder when your statement is coming as your payment to us will come out of your elected Centrelink benefit. You nominate the amount, and the regularity of payment ... what could be simpler!

To set up this method of payment, ask your Client Services Officer for a Meals on Wheels Central Coast Centrepay Authority Form. Once completed and processed by the Department of Human Services, you can sit back and know that payment for your meals is being made.

If you have any questions regarding Centrepay, please contact Ashleigh on 4357 8444 or email accounts@ccmow.com.au.

Client Feedback

Have you received outstanding service from one of our staff or volunteers? If so, we'd love to know! Our dedicated employees work hard to ensure meal orders and requests are catered for, and your feedback can help us further improve our service.

If there are specific meals you love (or don't like so much), then let us know that also.

Please provide your feedback by calling Ashleigh on 4357 8444 or emailing accounts@ccmow.com.au.

Seniors Festival 2019



Pictured L to R: Regina, class attendee; Dennis Taylor CEO; Liesl Tesch MP; Andrew, valued volunteer.

We had so much fun celebrating the NSW Seniors Festival this year. We held a series of Gentle Movement Classes at venues across the Coast, including our Woy Woy outlet, Toukley Presbyterian Church and our Community Restaurants at Bateau Bay, West Gosford and Woy Woy.

There was plenty of moving and stretching by all involved, with a very positive response overall. We even had Local Member for Gosford, Liesl Tesch MP, pop in to stretch with us.

We like to offer different activities each year for the Seniors Festival, so if you have any ideas on what you'd like to participate in next year, please email marketing@ccmow.com.au or call Pip on 4357 8444.

Do you have family or friends who would appreciate no fuss meal times?

Coast Cuisine offer free delivery of pre prepared meals from one end of the Central Coast to the other. Convenient, easy, and delicious.

All proceeds support Meals on Wheels Central Coast, so they're not only making meal times quick and easy, they're helping locals in need!

Spread the word about Coast Cuisine today. No contracts or referrals by My Aged Care or NDIS required.



Facebook

www.facebook.com/mowcentralcoast/

Instagram

www.instagram.com/mealsonwheelscoast/