

## Information Package

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### Welcome

iSupportChef is the specialist in-home meal provider for people on the NDIS.

You can access our services via the NDIS if you are self-managed or plan managed. Your plan needs to include Self-Care Activities, Assistance with Daily Living, and/or Meal preparation.

### What is iSupportChef?

We are the specialist in-home meal preparation support service for people in the disability sector. We give support preparing nutritious, interesting food to support whatever need you have. Quite simply we come to you and cook in your home, fill your fridge with fresh healthy food.

We love food here at iSupportChef and we want you to eat as close to restaurant quality and taste. Our chefs home cook food with pzazz, and of course packed with nutrients.

### What do we offer?

- We do the shopping and any type of food preparation
- We cater to all allergens, intolerances, likes, and dislikes
- We cater to any dietary choice
- Bulk meal prep 'family style'
- Individual meal portions
- Teaching cooking to adults and children
- Custom make *any* meal of your choice (even if it's not on our menu)

### Why iSupportChef?

iSupportChef believes that tailored meal support provides enjoyment and improved nutrition. This will allow more time for involvement in hobbies, socialising and increase independence. Nutritious and delicious food is fundamental for health, quality of life, and longevity. Everyone deserves to have enjoyable, fresh, delicious food while still providing adequate nutrition regardless of our abilities.

iSupportChef strives for 100% awareness of the participant 100% of the time

according to their specific requirements. Our team has participants' individualised needs at the forefront. Our qualified chefs provide enjoyable interesting food with flair and passion in supporting nutrition within the Australian dietary guidelines.

iSupportChefs are highly trained with a diverse skill set ready for any role. Our chefs are trained in:

- Food safety and hygiene
- Safe food transport and storage
- Quality and efficient food preparation skills
- Trained in textured modified foods and fluids
- Food allergen trained

Our chefs have:

- Police clearance
- First aid certificate
- Blue card and/ yellow card
- Worker screening
- Food handlers' certificate
- Permanent Australian residents

Our chefs are:

- Excellent communicators
- Passionate about what they do
- Empathetic
- Above and beyond workers

To get started follow the steps below.

See 'Your Questions Answered' below for further information.

## How it works

### Step 1

Organise a time for a phone call to discuss any details.

### Step 2

Confirm you're registered for NDIS funding.

## **Step 3**

Select the meals you would like and how many portions of each. The menu has a per portion price and minimum order beside each meal.

## **Step 4**

If you have any allergies, intolerances or aversions to any foods let me know so I can guide you. There are 100's of different allergens therefore we are only able to list common ones.

## **Step 5**

Think what days of the week would work best for you, making sure someone will be home on the day.

## **Step 6**

Sit back and relax while we prepare for our arrival. We'll then fill your fridge and/or freezer, clean the kitchen, load the dishwasher, and clean the kitchen.

## **Step 7**

We'll let you know what the food cost is and seek reimbursement via email to you.

## **Step 8**

We'll invoice whoever manages your plan.

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## **Payment for food**

We always keep the food cost as low as possible. With our smart shopping system, we guarantee we shop cheaper than anyone. We will ask for payment once the food is prepared.

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## **Your Questions Answered**

We want you to feel completely comfortable about working with us. So here are the answers to the questions we get asked most.

### **Q. Do you cater to allergens, intolerances, likes, and dislikes?**

A. Yes, you can order allergen-free food such as no gluten, wheat, lactose, nut, egg, soy, or lupins. The menu description mentions gluten-free (GF) and dairy-free (DF) options, and there are many more allergens. We recommend (we'll ask you anyway) telling us if you have any aversions, allergies or intolerances to any foods. Please let us know as early as possible, so we can guide your choices and create meals tailored to your needs.

### **Q. How are the dishes prepared?**

A. We do bulk meal preparation, which means we can prep for the whole week or two weeks with some meals frozen and some fresh. We create family-style dishes which are three to eight servings in one container so you can reheat them easily for your whole family. Or you can choose to have individual portions which are 1 serve per container if it's better suited to your situation.

**Q. Can you teach me or my child how to cook?**

A. Definitely! We'd love to show you how to cook your very own chef-inspired meals. We already have numerous clients of all ages that we help Build Capacity and Independence.

**Q. What if I don't like any of the meals on the menu?**

A. Not a problem. Simply let us know and we'll custom make any meal of your choice.

**Q. How much food can I order?**

A. You can order as much food as you like, providing we can prepare it in the given time. As a guide, we can normally prepare about 30 main meals, plus a dessert or two and some snacks in eight hours.

**Q. Is there a minimum number of portions (meals) I need to order?**

A. Yes, there's a minimum order for each type of dish. For example, if you order beef lasagne you will need to order a minimum of 5 portions. You can find the minimum amount beside each meal on the menu. It's also dependent on your serving size.

**Q. Is there a maximum amount of each meal I can order?**

A. Generally, no - providing the equipment is available for each meal. As a rule, 20 main meals would be a maximum. For example, a large pot might fit 20 portions of beef stroganoff. However, there are many variables so it's best to ask before choosing your menu.

**Q. Can I freeze the meals?**

A. Yes, you can freeze most meals - provided you have the space in a good working freezer. Generally, all food including casseroles, pasta and rice dishes, roasts, and soups are freezable. Of course some things freeze better than others. Once again it's best to check with us first. Our super fresh selection of salads is not freezable, nor is any product that was frozen when we purchased it. It's best to ask when ordering.

**Q. How do I reheat my food?**

A. Generally, a microwave is the easiest. For soups, a saucepan works well too. If you'd like guidance on how best to reheat your food, don't hesitate to ask.

**Q. Does iSupportChef have a minimum call-out time?**

A. Not really, but we find a minimum of 5 hours up to a maximum of 8 hours is sufficient. This time includes shopping time, meal preparation, and cleaning up.

**Q. How much does each portion cost?**

A. Each meal is individually priced for the cost of one portion. The menu provides the prices. We always try to keep the food cost as low as possible.

**Q. Can I order organic food?**

A. Yes, of course, providing it's available. There's a premium though, as organic foods usually cost more.

**Q. How long does the food/meals last?**

A. Salads and some snack items, no more than two to three days. If it's a main meal or soup, for example, it will keep in the fridge for up to five days and in the freezer for up to three months. Because your food is cooked fresh in your home, it'll have the maximum shelf life possible, provided your fridge and/or freezer are in good working condition and not overloaded. You also need to practice hygienic food handling. For example, never use your hands directly on the food when serving, or dip fingers in to taste and return it to the fridge. Always use clean utensils so you're not introducing pathogens.

**Q. Do you provide assistance with other self-care activities or household tasks?**

A. Yes, we can help clean your kitchen and organise it. Outside of anything within the kitchen we do not provide assistance because we want to provide the very best in meal preparation services. If you need help with tasks such as house cleaning, grooming or mobility exercises please contact your support coordinator.

Can't find the answer to your question? Book a call using the form below and we'll be happy to answer it for you.

Contact iSupportChef at [jerome@isupportchef.au](mailto:jerome@isupportchef.au) and we will get back to you within one business day. Guaranteed.

\*This information package is subject to terms and conditions. iSupportChef may change the information within this package at any time. Last edited [9 October 2022].