

# Meals on Wheels Service Changes Frequently Asked Questions

27 August 2025



## What is changing?

Mornington Peninsula Shire Council has reaffirmed its commitment to delivering the Meals on Wheels service and has sought to outsource the production of meals.

The Shire's Rosebud Meals on Wheels kitchen is in need of urgent and significant investment to meet the health and safety requirements to produce aged care meals, Council assessed all options and decided to partner with a quality food service provider that has the necessary capacity and experience in producing meals that can meet the stringent requirements of the aged care and health sector.

Our priority is to continue the delivery of meals to our older residents each week without interruption, and supported by more than 100 dedicated volunteers, as we introduce changes to our meals production.

## Who is providing the new meals?

The tender process has been completed with the announcement of our new provider Ranahan's Fine Food.

Ranahan's Fine Foods is a family-owned and operated business with 35 years experience in the field. They take great pride in cooking beautiful meals, and Mornington Peninsula clients will have a wide variety to choose from with an eight week rotating menu.

Ranahan's Fine Foods will deliver pre-packed meals to the three distribution points our volunteers currently work out of in Mornington, Hastings and Rosebud five days per week. This will make the transition to the new provider seamless for both our highly valued volunteers and clients.

## When will the new provider commence?

The tender process has been completed. Ranahan's menu will commence on 29<sup>th</sup> September 2025, starting on Week 1 of the menu provided.

Until this time, the Shire will continue to cook and provide meals to clients.

## What meals will be on the new menu?

The Shire has selected Ranahan's who offer a diverse range of meals and options to our residents. We are excited to introduce enhanced menu options that meet nutritional and dietary needs, reflect the cultural diversity of our older residents and respond to the tastes and preferences of our clients.

Our new menu form offers a new range of meals, including an additional salad selection and introductions of sandwiches for clients to order as an option for a main meal.

## Will a Shire volunteer still deliver my meal?

Yes, our wonderful team of volunteers will continue to deliver meals to current and future clients.

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## How do I place my meal order?

Shire staff will remain the point of contact for our Meals on Wheels clients. Staff will continue to take menu orders, manage menu changes, manage cancellations and any additional support clients require as part of their meals service.

A menu has been posted out to you, please contact the Meals on Wheels Support Officer if you require assistance completing your menu or if you have any questions.

We will update our cancellation policy in the coming months and communicate any changes to you.

## Will the meal cost the same?

Yes, the current client fee schedule will remain the same.

## Will I still have a choice of chilled or frozen meals?

Yes, your feedback was reviewed and assessed for client preferences to provide both chilled and/or frozen meals on an ongoing basis.

## Will the new meals cater for my food allergies?

Clients will be provided with the full list of ingredients with each new meal option and can select meals that do not contain any allergens in accordance with dietary requirements.

## What if I don't like the new meals?

Tell us! Our priority will be to provide you with a tasty and nutritious meal as a key reason why we are remaining a Meals on Wheels service provider to our local community.

## How can I give my feedback on the change?

In the coming months we will send an additional survey to provide feedback about new provider meals and your client experience during this process.

You can also connect with us by email at [servicedelivery@mornpen.vic.gov.au](mailto:servicedelivery@mornpen.vic.gov.au) or by phone 03 5970 1637.