

MiMeals Frequently Asked Questions (FAQs)

General information

1. What is MiMeals?

MiMeals is a premium, convenient frozen food service managed by MiCare. We provide wholesome, delicious, and nutritious meals prepared by professional chefs and delivered straight to your door or available at select MiCare office locations.

2. Where are MiMeals prepared?

All of our meals are freshly prepared and locally cooked by our talented culinary team in our dedicated kitchen located in Seaford, VIC.

3. What makes the new MiMeals menu different?

Our refreshed menu focuses on celebrating cultural diversity, using high-quality local ingredients from approved suppliers, and ensuring expert nutritional care. We have expanded our selection to include everything from traditional Australian roasts and authentic Dutch classics to vibrant Asian and Middle Eastern cuisines.

Ordering & Account Management

1. How do I place an order?

Placing an order is simple! You can order in two ways:

- **Online:** Visit our website at www.mimeals.com.au to browse the full menu and check out securely.
- **Phone:** Call our friendly customer care team at **1800 642 273** to place your order over the phone.

2. Is there a minimum order requirement?

No, there is no minimum order requirement.

3. Can I set up a recurring weekly or fortnightly order?

Absolutely. If you would like your favourite meals delivered automatically on a regular schedule, please contact our team via phone or email at infor@mimeals.com.au to set up a convenient recurring order plan.

Delivery & Pick-Up

1. What days do you deliver?

We deliver to different zones on specific days of the week to ensure your meals arrive promptly and safely.

- Zone A eastern suburbs, Peninsula (from Seaford to Sorrento to flinders) Eastern suburbs (Cranborne to Reservoir to Helensville) and surrounding suburbs. Deliveries every Tuesday. Orders must be placed by the Monday
- Zone B Kilsyth and Carrum downs: pick up form facility and close by areas
 - **Carrum Downs** - Deliveries are on: Monday, Tuesday, Wednesday
 - **Kilsyth**- Deliveries are on: Monday, Tuesday, Wednesday

2. Do I need to be home to receive my delivery?

Ideally, yes, so that your snap-frozen meals can go straight into your freezer. However, if you are not home, our delivery team will leave your meals in an insulated cooler box with ice packs in a safe, designated spot. We highly recommend transferring them to a freezer as soon as you return.

3. Can I pick up my food from MiCare office location?

Yes! We do not charge delivery fees for food delivered to our office location. If the location is convenient for you to pick up, we can deliver your food there. Here are our two office locations:

- Avondrust Lodge: 1105 Frankston - Dandenong Rd, Carrum Downs VIC 3201
- Overbeek Lodge: 736 Mt Dandenong Rd, Kilsyth VIC 3137

Food, Nutrition & Safety

1. Are MiMeals healthy?

Yes, 100%. Every single meal, soup, and dessert on our menu has been strictly reviewed by a qualified dietitian. This ensures you receive perfectly balanced nutrition and wholesome portions.

2. How do I store and cook my meals?

Because our meals are snap-frozen immediately after cooking to lock in nutrients and flavour, they must be stored in your freezer. Each food item label has storage and

heating instructions on them. Your food can be heated directly in either your **microwave** or a standard **oven** using the instructions printed on the label.

3. Are there options for dietary restrictions or allergies?

Our menu clearly lists key ingredients for each item. We offer a wide range of options, including vegetarian dishes (like our Vegetable Lasagne) and easily digestible meals. If you have severe medical allergies, please contact our customer care team before ordering so we can guide you to the safest options. We also have texture modifies food options.