

Fact sheet

Bringing in food for Residents



Food is such an important part of our lives and we know how special it can be to bring your own into our care homes to share with your loved ones. We've created this document to help you understand the best ways to avoid any potential risks when bringing in your own food and drinks.

Identifying how food is unsafe relies on many complex factors that often remain unseen and unable to be identified by sight or smell. You may find we will ask questions such as the timings of when certain food was purchased or we may take the temperatures of certain food groups. This allows us to determine what potential risks there are.

Food Register

At the entrance of each building is a Food Register. This assists us in tracing the movement of food brought onsite should we need to identify a food item's origin. Please fill this in whenever you bring in food into our care home.

Heating

Even if you have just purchased and brought in a hot food item, we would prefer to re-heat the food above 75°C to ensure it has reached a cooking temperature that eliminates most pathogens.

Sanitising food

We encourage you to give any of your fruits and vegetables to our catering team who can wash and sanitise these to make sure any soil-based pathogens can be controlled.

Cold storage

All items that have been purchased cold and chilled such as cakes containing cream, need to be transported cold. This is preferably done with an esky or cold pack with ice bricks with temperatures taken upon arrival to ensure quality and safety within the food. These can also be stored in your loved one's personal fridge where possible or discarded within two hours of delivery. We are unable to accept these items to store in our servery and kitchen refrigerators due to food safety regulations.

Leftovers

Unfortunately, we cannot allow leftovers of freshly prepared food to be kept.



Taking food samples

If there is a group of people bringing in a variety of meals onsite, we ask that you allow our catering team to take a small amount of food for samples (approximately 50g) from each dish. This will allow us to trace and identify sources in the event of a food-borne illness.

Cooking food at home

We all cherish and respect cultural backgrounds and we appreciate that you may want to bring in food that you have prepared at home that celebrates the flavour and experiences of your culture. Our chefs and cooks love the opportunity to prepare meals from all cultures.

If you have a special recipe that is loved by your family, we'd love to see it and have the opportunity to create this, not only for your loved one, but for all residents within our home. Our chefs are more than happy to talk through the best ways to prepare and serve this special dish.

If you would still prefer to prepare a meal, you are welcome to speak to our catering teams. For our care homes where home-style kitchens are available to use, please let us know and we'd love to have you in. Alternatively, we encourage you to consult with our teams who will advise you on the safest ways to prepare, cook, chill and transport your food with your loved one's safety in mind.

Sharing food

We ask that you refrain from sharing food with other residents as they may have allergies, intolerances and swallowing difficulties that you are unaware of.

Our duty of care

Please respect our duty of care to our residents and do not be offended if our teams ask questions around the food and drinks you bring into our care homes. This is done so we can ensure we are taking the most appropriate measures to control any food safety risks.

We'd also like to take this opportunity to remind you that if you are considering to arrive as a group to visit your loved one, please notify our team prior to your arrival so we can best accommodate your visit.

High-risk foods

High-risk foods are foods identified under legislation from the Food Authority, Vulnerable Persons food Safety Scheme. Standard 3.3.1 of the Food Standards Code are listed to prevent these items from being part of the foods you can bring in to your loved one. These include:

Meat products

Sliced meats from a delicatessen, supermarket, etc

Whole salamis, cured hams, cabanossi or twiggy sticks

Pâté or refrigerated cooked meat products

Dairy

Dairy products made from non-pasteurised milk

Soft cheese, semi soft cheese and surface ripened cheese

Soft serve Ice cream or products containing or derived from soft serve ice cream

Seafood

Cooked and chilled seafood from a fish monger, supermarket, etc

Raw seafood of any kind including sushi and sashimi

Eggs

Raw egg products and egg-based sauces such as Mayonnaise, Hollandaise, eggnog and all derivatives

Fruits and vegetables

Ready made and cut salads including fresh fruit salad

Sandwich fillings or salad items including raw cut vegetables

Juices

All non-pasteurised juices

Dips

All dips that are required to be stored under refrigeration

If you are unsure about the item you are bringing on site please check with staff before serving. We appreciate your cooperation and thank you for your consideration.

