

Support at Home

Canonical: <https://befitfood.com.au/pages/home-care-packages-new>

Details:

Enjoy the meals you love with a little less to organise. Be Fit Food offers doctor- and dietitian-designed meals, delivered frozen, with help choosing your menu and getting started. Approved Support at Home customers order through our dedicated Cookaborough service, separately from the regular Be Fit Food checkout.

Apply for Support at Home meals . Already approved? Open your dedicated menu . If you would prefer to talk, call 1300 263 257 .

Check your meal support before ordering

Support at Home replaced Home Care Packages on 1 November 2025. If you previously received a Home Care Package, ask your care provider to confirm your current arrangements. My Aged Care explains the transition .

Eligibility for aged care meal services is assessed through My Aged Care. Meal preparation and delivery can be supported, but general ingredient costs and meals for other household members are outside this service's funding scope. Read the official meals-service information .

If you already have an approved plan, ask your care provider whether meal preparation and delivery are included and what budget is available. Cookaborough contacts your provider to confirm the arrangements during your application; submitting an enquiry is not the same as receiving approval.

Understand your upfront payment and total contribution

For approved customers, the Be Fit Food service describes an upfront payment of 30% of the meal cost through Cookaborough, with 70% invoiced to the care provider. This is the service's upfront payment arrangement, not a promise that your final personal cost will always be limited to 30%.

Your care provider may also charge an assessed contribution for services. Support at Home contribution arrangements depend on your circumstances and approval history. Confirm the total amount you will pay, the amount charged to your budget and any delivery charges before ordering. My Aged Care explains costs and contributions .

Use the current dedicated menu for prices. A regular-store product price or an older "from" amount is not a confirmed quote for your approved service arrangement.

From your first enquiry to your first meal

Apply through Cookaborough. Complete the Support at Home meal application. Cookaborough contacts your care provider, confirms the details and helps establish the connection if needed.

Wait for confirmation. You will be notified by phone or email once the application is approved. Confirm payment arrangements before placing an order using funding.

Choose your meals. Order through the dedicated menu. If you need help online, call 1300 263 257; the team can assist with phone ordering once your funding and account are approved.

Receive, store and enjoy. Meals arrive snap-frozen. Put them in your freezer and follow each meal's storage and heating instructions.

Choose food that fits your day

The dedicated menu offers choices across breakfasts, lunches, dinners and snacks. Look at the foods you enjoy, the portion you want and any dietary requirements before selecting your meals. Gluten-free, vegetarian, vegan and dairy-free options are described across the service menu; availability varies, so check the actual dishes offered when you order.

Read ingredients, declared allergens and “may contain” information for each choice. A vegetarian label does not mean vegan, and gluten free does not mean free from milk, egg, soy or nuts. If you need a particular texture or other specialised meal requirement, discuss it with your care team and Be Fit Food before choosing; do not assume a standard prepared meal meets that requirement.

A real person to help you choose

Our complimentary dietitian consultations are available by phone or telehealth. Talk through your food preferences, dietary needs and which meals may fit your routine. Book a free consultation or call 1300 263 257 to arrange one.

Be Fit Food can help with meal and ordering questions. Cookaborough can help with the service application and provider connection on 1300 302 665 or sah@cookaborough.com . Your care provider confirms your funding and total contribution.

Common ordering questions

Do I order on the regular website?

No. Support at Home orders use the dedicated Cookaborough menu after approval. The regular retail checkout is a different ordering route.

Can I try a one-off order?

Yes. There is no lock-in commitment. Choose from the current menu and order when you need meals. Funding approval must be confirmed before using it for that order.

Do you deliver to my address?

Delivery depends on your postcode. Check the dedicated menu or call the team, and review delivery areas and order cut-offs and delivery days . Do not assume statewide coverage.

Can every meal be heated the same way?

No. Follow the directions on each product. Preparation requirements vary, so check the label before choosing a microwave, stove-top or another method.

Start your meal-service application or return to the menu if already approved .