



More  
than just  
a meal

# Increasing choice in Home Care

Aged care changes – Home Care Packages

23<sup>rd</sup> June 2017



Meals on Wheels  
Queensland

# Increasing Choice in Home Care



## Aged Care reform

### Consumer Directed Care (CDC)

### Home Care Packages (HCP)

- Changes have taken effect 27<sup>th</sup> February 2017
- Package allocated to the consumer
- Portability
- Consumer can choose Service Provider



## What does this mean for Service Providers and Meals on Wheels?

1. Positive change for consumers who choose Meals on Wheels
2. Competitive market for Service Providers to provide the most competitive quote and best range of services



# Increasing Choice in Home Care



Some examples of who these service providers are;

Anglicare, Blue Care, Better Living Homecare, Care Connect, Care West, Carinity Home Care, Centacare, Churches of Christ, Co AS it Community Services, Deaf Services, Dementia Caring, Excelcare, Flexicare, Focused Health Care, Home Support Services, Kin Care, Life Without Barriers, Multi Link, OzCare, Pres Care, RSL Care, Salvation Army, Suncare, St. Ives Home Care, Tri Care, Wesley Mission, YNS Your Nursing Service.

You may have noticed with increased competition advertising for community service providers, now on television, radio, newspapers and social media.



## QMOW resources available

Print On Service Letter Head

Date \_\_\_\_\_

Name \_\_\_\_\_  
Company Name \_\_\_\_\_  
Address Line 1 \_\_\_\_\_  
Address Line 2 \_\_\_\_\_  
Suburb QLD XXXX \_\_\_\_\_

Dear xxx:

You may have heard of Meals on Wheels, but you may not be aware of the service we provide within our community and across Australia.

Meals on Wheels plays a crucial role in supporting healthy ageing and independence of older Australians. Around 5% of Australians over the age of 70 receive support from Meals on Wheels, increasing to around 14% of people aged 85 years and over. We're more than just a meal – we're 3 services in one:

- **We nourish:** delicious and nutritious read-to-eat meals delivered to the door
- **We care for:** physical and psychological wellbeing of vulnerable people is monitored, with family members or doctors notified if we notice anything amiss
- **We strengthen communities:** important social contact is provided to people who may be isolated and lonely, and relationships are built with clients and volunteer teams.

Our proven, trusted and reliable service model delivers clear health and social outcomes at extremely low public cost.

Here in Queensland, Meals on Wheels Services provide just under 2million meals to 20,000 Clients, delivered by some 15,000 volunteers. Our services are run by the community for the community.

[Meals on Wheels Service Name] is committed to delivering meals that are not only mouth-watering delicious, but are healthy and nourishing and have been doing so since [XXXX]. We are not just a meal supplier, we are the outside world to a large percentage of our clients. We are the friendly face and caring visitor each day. We are the family's point of contact, we are sometimes the first people to find any problems with their loved ones.

Each year [Meals on Wheels Service Name] delivers over [00,000] meals to over [000] clients, with the help of [000] volunteers. This provides essential nourishment, value social connection and peace of mind for their families. In total, some [(Volunteers + Clients)\*3] people have direct interest in [Meals on Wheels Service Name]. Our vehicles are out and about delivering to the following areas: [Insert Suburbs delivered to].

**HOW WE CAN ASSIST YOU:**

- We can provide a cost effective meal solution for your clients. Ordering can remain through you, and we can assist with any queries your clients may have.
- We are already calling on clients in the above suburbs on a daily basis, so can easily accommodate your clients as part of this service.

Letter



DL Flyer  
(standardised back or  
customisable back however  
this option attracts an  
admin fee)



## The Potential Opportunity

Following the Federal Budget 2017 Commonwealth Support Program CHSP has now been extended until the year 2020 with no increase in growth funding. Funding dollars are hard to come by. Some Grant Agreements do not cater for the current number of meals being delivered which is stretching the grant funding dollar further.

Home Care Packages opens up opportunity for another source of Government funding. Home Care Packages are an alternative yet valuable income stream.

## Home Care Package Guidelines

<https://www.myagedcare.gov.au/help-home/home-care-packages>

<https://agedcare.health.gov.au/programs/home-care/information-resources-home-care-package-delivery>

- Home Care Package can be used to pay for the preparation and delivery of meals
- Purchase of food is excluded
- The amount of contribution or fee may be negotiated between the home care provider, the meals service provider and the consumer

Part E – What Home Care Packages provide

C. Clinical services	Can include:
Clinical care	Includes: <ul style="list-style-type: none"><li>• nursing, allied health and therapy services such as speech therapy, podiatry, occupational or physiotherapy services</li><li>• other clinical services such as hearing and vision services</li></ul>
Access to other health and related services	Includes: <ul style="list-style-type: none"><li>• referral to health practitioners or other service providers</li></ul>

### 3.6 Excluded items

The following services or items are outside the scope of the Home Care Packages Programme and must not be included in a package (at any of the four levels of home care).<sup>18</sup>

Excluded items	Items:
Excluded items	<ul style="list-style-type: none"><li>• use of the package funds as a source of general income for the consumer</li><li>• purchase of food, except as part of enteral feeding requirements*</li><li>• payment for permanent accommodation, including assistance with home purchase, mortgage payments or rent</li><li>• payment of home care fees</li><li>• payment of fees or charges for other types of care funded or jointly funded by the Australian Government</li><li>• home modifications or capital items that are not related to the consumer's care needs</li><li>• travel and accommodation for holidays</li><li>• cost of entertainment activities, such as club memberships and tickets to sporting events</li><li>• payment for services and items covered by the Medicare Benefits Schedule or the Pharmaceutical Benefits Scheme</li><li>• gambling activities</li><li>• illegal activities</li></ul>

#### Clarification

\*Meals – The government subsidy for a Home Care Package can be used to pay for the preparation and delivery of meals. This could be through the consumer's home care provider, a HACC service provider (for example, under a sub-contracting arrangement with the home care provider) or by a private service provider.

However, the consumer is expected to cover, or to make a contribution towards, the cost of the food. The amount of the contribution or fee may be negotiated between the home care provider, the meals service provider and the consumer.

<sup>18</sup> These items are excluded under Part 2 of Schedule 3 to the Quality of Care Principles 2014.

## **What this means?**

**Meals on Wheels services deliver meals to customers who are in receipt of a Home Care Package.**

**Meals on Wheels services invoice service providers.**

**Meals on Wheels services add a notation on the invoice of the raw food ingredient cost and the service provider collects a contribution toward the cost of the purchase of food from their customer.**

**In some instances Meals on Wheels Services have been asked to invoice the customer the cost of food and invoice the service provider for the preparation, delivery and administration costs.**



Prior to being able to deliver meals to Home Care Package recipients service providers may request you to supply a written quote on your commercial rate (unfunded) meal price. Service Providers will also then request MOW Member services to enter into a Service Provider Agreement or Brokerage Agreement.

See sample service brokerage agreements on slide 12.

Some Meals on Wheels services have signed 12 month contracts with a price list or fee policy attached which can be subject to change with 30 days notice. Meaning Meals on Wheels services are not locked into fixed prices for 12 months. Some services have added a delivery charge or additional amount for containers. All these items are funded by Home Care Packages not the recipient. Some current examples are a \$13.00 meal price. Other example is a \$0.70c/km delivery fee. You may want to add in postage costs for invoicing?



## **What impact this has on funding?**

MOW services will notice an increase of CHSP customers being discharged from CHSP and taking up their own Home Care Package. No DEX reporting for HCP customers.

## **What this means for the customer?**

Instead of customers paying your funded meal rate HCP recipients are only co contributing to the cost of the food purchase, raw food ingredient. Current average for Central Queensland is \$3.69. The other associated costs of meal preparation and delivery is funded by their Home Care Package.

Meals on Wheels becomes more affordable for the recipient.

# Increasing Choice in Home Care



## Invoice examples

**TAX INVOICE**

Meals on Wheels Queensland  
 Meals on Wheels Service  
 Address 1  
 Suburb Qld 4123  
 Phone 07 1334 1234  
 Email email@email.com  
 ABN 99 999 99 999

Invoice No.: 00000000

Ship To:  
 Company  
 Address Line 1  
 Suburb QLD 4123

Date: 9/05/2017

QTY	ITEM NO.	DESCRIPTION	PRICE	UNIT	DISC %	EXTENDED	CODE
1	8	Meals for week ending 09/05/2017	11.00			\$1,001.00	GBT

Sale Amount: \$1,001.00  
 Freight: \$0.00 GST  
 Total: \$1,001.00  
 Paid Today: \$0.00  
 Balance Due: \$1,001.00

BSB 123 123  
 Account Number 12345678  
 Please make payment by Direct Deposit / Cash or Cheque

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Meals on Wheels Inc.  
 Address  
 Tel: 07 4300 0000  
 Email: accounts@mwq.org.au  
 ABN: 71 000 000 000

**Tax Invoice** Invoice No: 0005249  
 Date: 2/03/2017  
 Page 1 of 1

Bill to:  
 Anglicare Southern Queensland  
 99 Golden Banksia Street  
 City Qld 4444

WVE	MEALS	CLIENT	RATE	AMOUNT	GST
19/02/17	2	Client 1 Name, Address, city, state, postcode	11.25	\$22.50	\$2.25
19/02/17	3	Client 1 Name, Address, city, state, postcode	11.25	\$33.75	\$3.38
19/02/17	3	Client 1 Name, Address, city, state, postcode	11.25	\$33.75	\$3.37
19/02/17	4	Client 1 Name, Address, city, state, postcode	11.25	\$45.00	\$4.50
		Subtotal		\$135.00	\$13.50
04/02/17	1	Client 2 Name, Address, city, state, postcode	11.25	\$11.25	\$1.13
12/02/17	2	Client 2 Name, Address, city, state, postcode	11.25	\$22.50	\$2.24
19/02/17	2	Client 2 Name, Address, city, state, postcode	11.25	\$22.50	\$2.25
26/02/17	2	Client 2 Name, Address, city, state, postcode	11.25	\$22.50	\$2.24
		Subtotal		\$76.75	\$7.65

Total Amount: \$194.32  
 GST: \$19.43  
**TOTAL DUE: \$213.75**

Thank you for your business, please pay within 30 days.  
 BSB payment details - BSB 000 000, Account No. 10000000

Meals on Wheels Inc.  
 Address  
 Tel: 07 4300 0000  
 Email: accounts@mwq.org.au  
 ABN: 71 000 000 000

**Tax Invoice** Invoice No: 0005249  
 Date: 2/03/2017  
 Page 1 of 1

Bill to:  
 Anglicare Southern Queensland  
 99 Golden Banksia Street  
 City Qld 4444

WVE	MEALS	CLIENT	RATE	AMOUNT	GST
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12/02/17	3	Client 1 Name, Address, city, state, postcode	11.25	\$33.75	\$3.38
19/02/17	3	Client 1 Name, Address, city, state, postcode	11.25	\$33.75	\$3.37
26/02/17	4	Client 1 Name, Address, city, state, postcode	11.25	\$45.00	\$4.50
		Subtotal		\$135.00	\$13.50
04/02/17	1	Client 2 Name, Address, city, state, postcode	11.25	\$11.25	\$1.13
12/02/17	2	Client 2 Name, Address, city, state, postcode	11.25	\$22.50	\$2.24
19/02/17	2	Client 2 Name, Address, city, state, postcode	11.25	\$22.50	\$2.25
26/02/17	2	Client 2 Name, Address, city, state, postcode	11.25	\$22.50	\$2.24
		Subtotal		\$76.75	\$7.65

Average Meal Food Ingredient Cost ... Per Meal

Total Amount: \$194.32  
 GST: \$19.43  
**TOTAL DUE: \$213.75**

Thank you for your business, please pay within 30 days.  
 BSB payment details - BSB 000 000, Account No. 10000000

**REGISTER OF MEALS** Company Clients

9-Jun

	5/6/2017	6/6/2017	7/6/2017	8/6/2017	9/6/2017		
John APPLE, John	Address	1	1	1	1	11.00	5
Fred BOR, Fred	Address	1	1	1	1	11.00	5
Tom CANOPY, Tom & Lil	Address	2	2	2	2	11.00	10
Terry DRUM, Terry	Address	1	1	1	1	11.00	7
Dorlene EGG, Dorlene	Address	1	1	1	1	11.00	5
John FOX, John	Address	1	1	1	1	11.00	5
Sarah GILL, Sarah	Address	1	1	1	1	11.00	7
Gerry HARROLD, Gerry	Address	1	1	1	1	11.00	5
Jane INGHAM, Jane	Address	0	0	0	0	11.00	0
Ian JONES, Ian & Marg	Address	2	2	2	2	11.00	10
Jack KENT, Jack & Jill	Address	2	2	2	2	11.00	10
Phil LEG, Phil	Address	2	1	2	1	11.00	8
Fiona MAYDEN, Fiona	Address	1	1	1	1	11.00	7
Andrew NICE Andrew	Address	1	1	1	1	11.00	5
Barb ORLA, Barb	Address	0	0	0	1	11.00	2
<b>Subsidy totals</b>		<b>17</b>	<b>16</b>	<b>17</b>	<b>17</b>	<b>24</b>	<b>91</b>
							\$0.00



# Increasing Choice in Home Care



## Sample service brokerage agreements

FORM TITLE	Service Agreement		
FORM CREATED	00/00/0000	REVIEW DATE	Month Year
AUTHORISED BY	John Bloggs	AUTHORISED DATE	00/00/0000
VERSION	VX - Effective: 00/00/00	CROSS REFERENCE	

**This agreement is:**  
**BETWEEN**  
**COMPANY 1** ABN : 12345678912  
ACN: 123456789  
OF [INSERT ADDRESS]  
**(Provider)**  
**AND**  
Meals on Wheels Service, ABN 123 456 78912  
OF [INSERT ADDRESS]  
**(Contractor)**  
**[hereinafter referred to as the Parties]**

**Recitals**

A. The Provider manages the delivery of a range of funded community aged care packages intended to deliver support to elderly people (Care Recipients).  
B. The Provider has engaged the Contractor to provide certain specified services to some Care Recipients on the terms and conditions of this Agreement.

**Schedules and annexures**  
The following schedules and annexures form part of this Agreement:  
Schedule – Definitions and interpretation  
Annexure – Service details

**IT IS AGREED**  
**Definitions and interpretation**  
In this Agreement:  
The words and phrases used in this Agreement have the meanings as set out in the Schedule.  
In the interpretation of this Agreement, unless the context otherwise requires, the rules set out in the Schedule will apply.

**Provision of services**  
The Contractor will at its cost supply the Services to the Care Recipients as set out in the Annexure and in accordance with the terms and conditions of this Agreement.  
The Contractor will:  
• hold, maintain and comply with all Authorisations required to enter into and perform its obligations under this Agreement and to carry on its business; and

**Service Agreement**

THIS SERVICE AGREEMENT is made on the date set out in Schedule 1.  
BETWEEN X COMPANY ACN 123 123 123  
of [insert Address]  
AND Meals on Wheels Service Narge

**RECITALS**

A Provides meal supply (must be pre-approved by X services to people in the Services Area).  
OR  
B X and the Service Provider have reached agreement for the Service Provider to provide the service to state-wide OR location specific on a contract basis on the terms and conditions contained in this document.

**Operative Provisions**

**1 Definitions and Interpretation**

1.1 Definitions  
In this document unless the contrary intentions appears:  
‘Area’ means the area referred to in schedule 1  
‘Business Day’ means every day other than Saturdays, Sundays and public holidays  
‘Service Standard’ means the standard referred to in schedule 1  
‘Clients’ means the current and future clients of X in the Area  
‘Dispute’ means any dispute or difference whatsoever arising out of or in connection with this document  
‘Notice’ means a written notice, demand, waiver, approval, consent, communication, statement or other document given pursuant to this document  
‘Service Fee’ means the fee referred to or calculated in the manner referred to in Schedule 2  
‘Service Provider’ means the company, supplier or organisation which supply or service X  
‘Services’ means the service referred to in Schedule 1  
‘X’ means X  
‘X’s Representative’ means the person nominated in writing from time to time by X as the representative of X  
‘Term’ means the period commencing on the Commencement Date and terminating on the Termination Date  
‘Termination Date’ means the earlier of the following:  
(a) The date agreed in writing between X and Meals On Wheels Service  
(b) The date of termination of the service arrangement referred to in clause 2.1 pursuant to clause 6.

1.2 Interpretation  
In this document unless the contrary intention appears, a reference to:  
(a) A clause or schedule is to a clause or schedule in this document  
(b) The singular includes the plural and vice versa  
(c) Any gender includes all other genders and

Reference: 1 of 12 Original Date: Month/Year  
Reviewed Date: Month/Year



# Increasing Choice in Home Care



## Additional Resources



*Booklet*



*DL Flyer*

Hard copies of the booklet (quote 11769), DL Flyer (quote 11782) are available from National Mailing and Marketing:

Email:  
[health@nationalmailing.com.au](mailto:health@nationalmailing.com.au)

Phone: (02) 6269 1025



## Questions



**More  
than just  
a meal**

# Increasing Choice in Home Care



Nathan Hammond	North Queensland	0428 641 866
Laurel Wyte	Central Queensland	0428 541 883
Kath Neilsen	Nth Bris & Sunshine Coast	0428 541 865
Ann-Maree Edwards	Sth Bris & Gold Coast	0467 505 653
Debbie Dennien	Southern Queensland	0428 541 866



**THANK YOU**

