

Aged care changes – Home Care Packages





Aged Care reform Consumer Directed Care (CDC)

Home Care Packages (HCP)

- Changes have taken effect 27th 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
- Competitive market for Service Providers to provide the most competitive quote and best range of services





Some examples of who these service providers are;

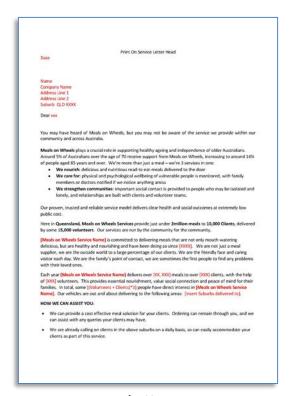
Anglicare, Blue Care, Better Living Homecare, Care Connect, Care West, Carinity Home Care, Centacare, Churches of Christ, Co AS it Community Services, Deaf Services, Dementia Caring, Excelcare, Flexicare, Focused Health Care, Home Support Services, Kin Care, Life Without Barriers, Multi Link, OzCare, 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



Letter



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

More
than just
a meal



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
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C. Clinical services	Can include:				
Clinical care	Includes: nursing, allied health and therapy services such as speech therapy, podiatry, occupational or physiotherapy services				
Access to other health	other clinical services such as hearing and vision services Includes:				
and related services	 referral to health practitioners or other service providers 				

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). ¹⁸

Excluded items	Items:
Excluded Items	use of the package funds as a source of general income for the consumer purchase of food, except as part of enteral feeding requirements* payment for permanent accommodation, including assistance with home purchase, mortgage payments or rent payment of home care fees or other types of care funded or jointly funded by the Australian Government home modifications or capital items that are not related to the consumer's care needs travel and accommodation for holidays cost of entertainment activities, such as club memberships and tickets to sporting events. payment for services and items covered by the Medicare Beenfits Schedule or the Pharmaceutical Benefits Scheme gambling activities illegal activities

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.

Home Care Packages Programme Guidelines

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¹⁸ 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?

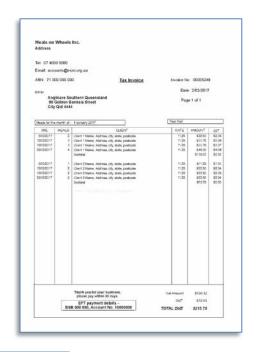
Instead of customers paying your funded meal rate HCP recipients are only co contributing to the cost of the food purchase, raw food ingredient. Current average for Central Queensland is \$3.69. The other associated costs of meal preparation and delivery is funded by their Home Care Package.

Meals on Wheels becomes more affordable for the recipient



Invoice examples





Meals on Address	Wheels	Inc.					
Tet: 07 400	00000						
Email: aco	unti-@m	ow.org.au					
48N: 71 D	00 000 00	10	Tax Invoice	3	twoice N	0 0000524	
					Dat	200/2017	
58		uthern Queenslan anksia Street 6	d		920	pe 1 of 1	
Mexic for the	morth of	February 2017		13	per Ref:		
WE	MEALS		QUENT		RATE	AMOUNT	GST
9/(30317 12/(30317 19/(30317 25/(30317	2 3 3	Client 1 Name, Address Client 1 Name, Address	is, city, state, postcody is, city, state, postcody		11.25 11.25 11.25 11.25	\$22.50 \$33.75 \$33.75 \$45.00 \$105.00	\$2.08 \$1.09 \$3.07 \$4.09 \$0.00
9/29/29/17 12/29/29/17 19/29/29/17 29/29/29/17		Client 2 Name, Addres Client 2 Name, Addres Client 2 Name, Addres Subsoluti	is, cfy, state, postcode is, cfy, state, postcode		11.25 11.25 11.25 11.25	\$11.25 822.50 822.50 822.50 878.75	\$1.00 \$2.04 \$2.00 \$2.04 \$0.00
		Thank you for your	business.	20.00	Amount	\$196.32	
	85	please pay within EFT payment : B 000 000, Account	30 days. details *		OST L DUE	\$19432 \$19.43 \$213.75	

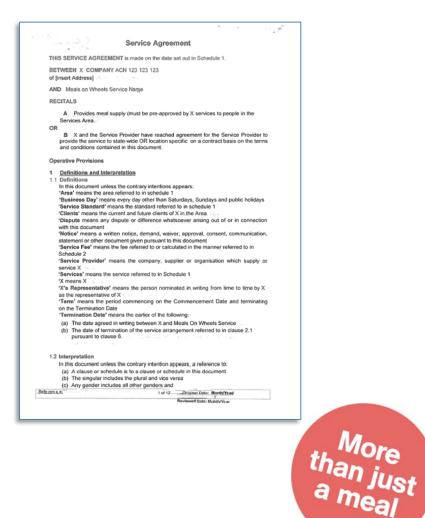
	REGISTER OF MEALS	Company Clients									RUN
	9-Jun		5/6/2017	6/6/2017	7/6/2017	8/6/2017	9/6/2017				
John	APPLE, John	Address	1	1	1	1	1	11.00	5	\$55,00	5
Fred	BOB, Fred	Address	,	,	,	,	-1	11,00	5	\$55.00	5
Tom	CANOPY, Tom & Lil	Address	2	2	2	2	2	11.00	10	\$110.00	4
Terry	DRUM, Terry	Address	- 1	1	1	1	3	11.00	7	\$77.00	1
Denise	EGG, Donise	Address	1	١,	1	1	1	11.00	5	\$55.00	3
John	FOX, John	Address	1	1	1	1	1	11.00	5	\$55,00	1
Sarah	GILL, Sarah	Address	1	1	1	1	3	11,00	7	\$77.00	1
Gerry	HARROLD, Gerry	Address	1	1	1	1	1	11.00	5	\$55.00	2
lane	INGHAM, Jane	Address	0	0	0	0	0	11.00	0	\$0.00	4
ian	JONES, lan&Marg	Address	2	2	2	2	2	11,00	10	\$110.00	4
Jack	KENT, Jack & Jill	Address	2	2	2	2	2	11.00	10	\$110.00	2
Phil	LEG, PHII	Address	2	1	2	1	2	11,00	8	\$88.00	2
Fiona	MAYDEN, Fiona	Address	1.	1	1	1	3	11.00	7	\$77.00	3
Andrew	MCE Andrew	Address	- 1	1	1	1	1	11.00	5	\$55.00	1
Barb	ORLA, Barb	Address	0	0	0	1	1	11.00	2	\$22.00	1
		Subsidy totals	17	16	17	17	24		91	\$0.00	





Sample service brokerage agreements







Additional Resources





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

Email: health@nationalmailing.com.au

Phone: (02) 6269 1025

DL Flyer





Questions







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THANK YOU

