



home and community care

A JOINT COMMONWEALTH AND STATE/TERRITORY PROGRAM
PROVIDING FUNDING AND ASSISTANCE FOR AUSTRALIANS IN NEED

GUIDELINES FOR THE PROVISION OF DELIVERED MEALS TO A HOME OR CENTRE, AND CENTRE BASED DAY CARE SERVICE MEALS IN THE WA HOME AND COMMUNITY CARE (HACC) PROGRAM

BACKGROUND

The WA HACC Program's delivered meals should be provided to a client at full cost recovery whether provided in the home, centre, or as part of a HACC funded Centre based day care service. The subsidy from the HACC Program assists with the transport costs associated with the meal and is not to offset meal production costs.

HACC clients are expected to cover the cost of the actual meals that are delivered to them.

Meals are not included in the HACC fees cap and therefore all clients will need to pay for their meals in addition to the fees and/or fees cap for any other support services they receive.

DEFINITION OF DELIVERED MEALS

"Delivered meal service means a service for the provision, wholly or mainly for aged persons or invalid persons or both, of meals that are delivered from the place at which they are prepared to the homes of the persons for whom they are intended or to other places at which it is convenient for those persons to consume them" (from the Delivered Meals Subsidy Act 1970)

GUIDELINES FOR DELIVERED MEALS SUBSIDY

Given the premise that meals are an everyday cost of living, the delivered meals subsidy will only be paid for meals delivered to clients that have been assessed as HACC eligible and HACC service providers are paid a subsidy to support the transport costs of delivering these meals.

These delivered meals should be reported to the National Data Repository (NDR) in line with the HACC Minimum Data Set (MDS) requirements.



In some rural and remote regions a different delivered meals subsidy is paid to offset higher costs of delivery, due to distance and isolation factors, and to ensure the cost of the meal is consistent with the metropolitan area.

The delivered meals subsidy categories are:

- Metropolitan and major rural
- Rural
- Remote

Indexation

The delivered meals subsidy is indexed annually in line with funding for other HACC service types.

Reconciliation

Delivered meals subsidies are paid at the standard quarterly intervals.

Once reported actual volumes from the 4th quarter MDS data are finalised, usually by early September, adjustments are made by the Aged and Continuing Care Directorate of the Department of Health to the 2nd quarter payments. Multi-Purpose Services (MPS) are excluded from this reconciliation process.

Project Officers/Contract Managers will notify service providers of the adjustments made to the 2nd quarter payments.

CONTRACTING AND REPORTING GUIDELINES

Delivered Meals to a home

The Service Specification Schedule (SSS) will identify the volume of delivered meals and the subsidy to be paid. All delivered meals should be reported to the NDR as 'meals – home' in line with the HACC MDS requirements.

Delivered Meals to a centre

The SSS, for the service provider funded to deliver the meals, will identify the volume of delivered meals to a centre and the subsidy to be paid. All delivered meals to a centre should be reported to the NDR as 'meals - centre' in line with the HACC MDS requirements, by the service provider funded to deliver the meals.

Meals delivered to a centre are those traditionally provided in Senior Citizens Centres or similar and should only attract the delivered meals subsidy payment for meals provided to clients who have been assessed as HACC eligible.



Centre based day care – meals

If meals are provided as part of a Centre based day care service they should be provided at full cost recovery to the client and they should not be reported to the NDR. The HACC Program does not purchase these as delivered meals.

Service providers may choose to provide meals at full cost recovery to non-HACC eligible clients. These meals will not receive a delivered meals subsidy and are not reported to the NDR.

WEBSITE

For more information about provision of meals in the HACC Program:

<http://www.health.wa.gov.au/hacc/publications/meals.cfm>

For further information:

Home and Community Care Program
Department of Health WA
PO Box 8172, Perth Business Centre
PERTH WA 6849
(08) 9222 4060

Complaints and Advocacy

If a client has an issue regarding a community care service and is unhappy with the response from their service provider, they may contact **Advocare**.

Advocare provides a free service. It is an independent advocacy agency which advocates and protects the rights and best interests of:

People living in aged care facilities
People receiving community care services; and
People not currently receiving these services but who are eligible for them

Advocare
1/190 Abernethy Rd
BELMONT WA 6104

Freecall 1800 655 566

Advocare Website

<http://www.advocare.org.au/>

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