

# NDIS & HCP Program Information

Cookaborough allows cooks the ability to offer their meals to participants of the *National Disability Insurance Scheme (NDIS)* and *Home Care Packages (HCP)*.

## What is the National Disability Insurance Scheme (NDIS)?

The NDIS allows more than 500,000 Australians who have a permanent and significant disability, access to funding that they can use for supports and services to improve their quality of life.

## What are Home Care Packages (HCP)?

HCPs are Government funded services that can help Senior Australians (over 65) remain at home for longer, as well as providing choice and flexibility in the way that the care and support is provided. There are currently over 150k of HCPs in Australia which is set to grow significantly in the years to come.

## What role does food & nutrition play in these programs?

It is becoming increasingly accepted regarding the importance of providing nutritious food for both NDIS & HCP participants. The programs are designed to assist in achieving this.

## How do the packages work?

There is some complexity to this, however essentially participants are able to either:

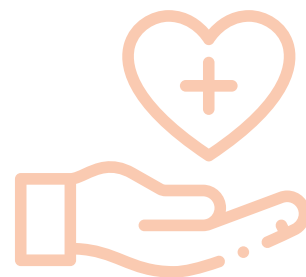
- + Pay for their meals upfront and then get that reimbursed via their Plan Manager
- + Pay for only 30% of their meals upfront and you will recover the balance directly through their Plan Manager

The reason for the 30% portion is that the Government only reimburses the preparation and delivery costs, not the ingredient cost. This split is standard across many other food businesses.

## How does Cookaborough enable cooks to provide these services?

In order to claim meals, the participants are required to provide an approved tax invoice that splits the cost of the ingredients and meal preparation.

In addition, if the participant qualifies to only pay 30% upfront, an invoice is automatically issued to the Plan Manager who generally pay the cook directly within 3-5 business days.



## Why do customers love only paying the 30% upfront?

Customers are telling us they love this option as it means they are only out of pocket for a much smaller amount and they don't need to do all of the administration that they would otherwise in order to claim it back.

## Who is eligible for only paying 30% upfront?

All HCP customers are able to access this function.

Only the NDIS participants that are on *Plan-Managed* accounts can access this. If they are on *Self-Managed* plans, they are required to retain a copy of the required tax invoice format and claim back via the Government's Portal.

## How can cooks use these programs to grow their businesses?

These programs provide the cooks with a great avenue to grow their businesses. As the customer is only out-of-pocket for 30% of the meal cost, they are not as price sensitive as they would otherwise be and many of these participants have also reluctantly been accessing mass produced and poor-quality food. The overwhelming feedback we have received is that they love receiving fresh, nutritious meals, cooked by someone in their community that they can relate to.

## What marketing initiatives can cooks adopt?

There are numerous ways of connecting with HCP participants. These can include local golf courses, lawn bowling clubs, senior citizens' clubs and the like. Offering discounts to these groups is a really effective way of encouraging them to try the product.

In terms of connecting with NDIS participants, one effective way is to build a relationship with *Plan Managers* who generally oversee a number of other participants.

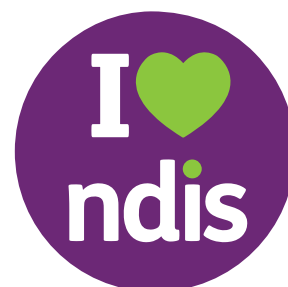
Overall, as with any marketing approach, positive word-of-mouth is the most effective method and opportunities will arise as the word spreads. Our *Refer-a-Friend* tool will be a great tool.

## Am I a 'Registered Provider' and can I use the NDIS logo?

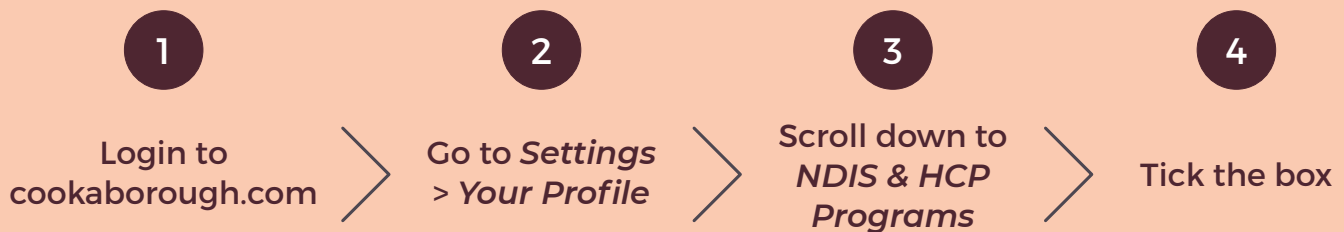
It is important to note that Cookaborough and the cooks using the platform are not Registered NDIS Providers, rather we are fully compliant to NDIS standards for self & plan managed participants to utilise our services.

Unless you have gone through the NDIS Provider registration process, you should not make claim to being an NDIS Registered Provider. To find out more about becoming an NDIS Provider please visit this [website](#) or via [www.ndis.gov.au/providers/becoming-ndis-provider](http://www.ndis.gov.au/providers/becoming-ndis-provider)

To promote your support and compliance you are able to use the 'I/we heart NDIS' logo shown on this document. These logos can be accessed via this [website](#) or via [www.ndis.gov.au/contact/trademark-and-use-logo](http://www.ndis.gov.au/contact/trademark-and-use-logo)



## What is the process?



Follow these steps to activate your account to enable NDIS & HCP Participants to be able to order from you.

### HCP Program Participants

1. When a participant requests a quote you will receive a confirmation email
2. The participant's Care Manager will have also received the quote for review
3. If the Care Manager accepts it, you will be sent a notification and customers will be able to place an order while receiving the discount
4. If the Care Manager rejects it, you will need to liaise with them to resolve the issue prior to them accepting it
5. Once an order is placed the invoice is sent to the Care Manager for payment within 3-5 business days
6. Once paid, you need to mark it off by going to **Orders > Food** > edit the order and select 'Mark off'

### NDIS Program Participants

#### PLAN MANAGED

1. When a participant requests a quote you will receive a confirmation email
2. The participant's Plan Manager will have also received the quote for review
3. If the Plan Manager accepts it, you will be sent a notification and customers will be able to place an order while receiving the discount
4. If the Plan Manager rejects it, you will need to liaise with them to resolve the issue prior to them accepting it
5. Once an order is placed the invoice is sent to the Plan Manager for payment within 3-5 business days
6. Once paid, you need to mark it off by going to **Orders > Food** > edit the order and select 'Mark off'

#### SELF MANAGED

1. When a participant requests a quote you will receive a confirmation email
2. No action is required as the system will automatically generate the required invoice template for the participant to claim back through their Government Portal