



and an agreed charge rate method that reflects your local situation. Usually we accept the current way that you do it. Charges should reflect the time spent on the job.

Material charges tend to reflect the quality of the item installed. To remove variations in these charges we will be moving to a system of agreed specification and charge schedules in the next few weeks. This will commence with 'off the shelf' items such as grab rails and handshowers etc. Items on the charge schedule will be available from HenryCare at a discount price.

Where an "off the shelf" item, or a category of items is listed on the 'Charge Schedule', the item price charged to HenryCare, must not exceed the HenryCare 'Charge Schedule' price. If you supply an equivalently specified product it also must not exceed the schedule price. Copies of schedule including Items and Item Categories (eg 32mm rails, 25mm rails etc) will be readily available.

During the implementation of the new process we will review with each of you, your pricing, your speed and quality of implementation and your operational processes to see where opportunity exists for cost minimisation and other improvements. We have an obligation under the contract to obtain the best possible pricing for the DVA and may advertise locally for alternative suppliers.

The standard pricing structures of the contract do not anticipate joint visits with OTs as part of the normal process for simple installations such as grab rails, handshowers and handrails. You may have to contact the OT to clarify some of their advice, but the DVA will not make any additional allowance for joint OT / Installer visits for simple tasks. In some complex tasks a joint visit may however help to reduce costs.

#### **OT Drawings, Technical Feasibility, Insurance and Advice :**

OTs are required to provide HenryCare with complete written specifications of their proposed solution to meet the medical need of the Veteran, before we accept their work, including height, position, length, type of rail etc. You will receive this specification with the HenryCare Work Order. Your initial task is to ensure it is technically feasible, ie you can install and build something to meet their specification. If you become aware that you are unable to do this, you must inform both the OT and HenryCare within 24 hours. Often, with Grab Rails you have to exceed the length requested to ensure the fixing meets the Australian Standard for load bearing and this is acceptable. You may give the Vet information about the rail / modification eg type style, colour etc

This separation of roles into specification by the OT and Technical feasibility by yourself eliminates the need for you to carry expensive Professional Indemnity (PI) insurance cover on the basis that you are not giving advice to Vets. As a HenryCare supplier you are not permitted to provide advice as to the positioning and suitability of the proposed solution. The information you give must be limited to the technical feasibility of proposed solutions. Public Liability Insurance is a mandatory requirement.

#### **How the process works**

The DVA requires HenryCare to complete a substantial approval process, prior to you receiving the HenryCare work order. These checks include reviewing completeness of the OT requirements and specifications, compliance with DVA approval rules, checking the Vet is entitled to receive the described modification and obtaining any prior approval required. Once this is complete, we fax a HenryCare work order to you, along with the relevant OT drawings and information.

On completion of the required work, you will fax back the single page HenryCare work order, which is to be **signed and dated by the Vet** as evidence the work has been done. Completed HenryCare work orders should be faxed back within 24 hours, as they are used to track your performance on speed of installation times. It would be good for you if an invoice could be attached as well at this stage. Payment of your invoice is based on the date we receive it, not the date on which the work was completed.



Invoices will need to refer to the HenryCare work order number and separately identify the labour and material charges. The work order is set up for you to use as a legal Tax Invoice to minimise your paperwork requirements should you wish.

Since November 2004 the new process has been distributing jobs to HenryCare Accredited Service Providers (builders & handymen) nominated by OTs in Regional areas. As an Accredited Service Provider, you will also be able to receive work in your area where no provider has been requested.

### **Process Map**

- 1: HenryCare receives request from OT
- 2: HenryCare assesses request for completeness and compliance with DVA Rules
- 3: HenryCare selects requested/appropriate Accredited Service Provider and faxes a HenryCare Work Order
- 4: Service Provider receives HenryCare Work Order and OT instructions
- 5: Service Provider carries out work, to specification, within time frames, liaising with OT and HenryCare over any issues
- 6: Service Provider faxes back completed HenryCare Work order signed and dated by Veteran
- 7: Service Provider invoices HenryCare for the job
- 8: HenryCare pays Service Provider within 45 days of receipt of invoice at HenryCare

### **Accredited Service Provider Benefits:**

Henry Care has been a manufacturer and supplier of rehabilitation, hospital and home health care equipment for almost 50 years. See our website [www.henry.com.au](http://www.henry.com.au). As more of you have access to broadband internet connections we anticipate you will be contacting us via the internet. Provision is being made for you to log on and access our systems directly by mid 2005. This will automate the job allocation process, allow you to access additional copies of OT drawings, see what jobs you have outstanding, see whether or not you have been paid etc.

As a HenryCare Service Provider you will have access to our product that meets DVA specifications and special/customised manufacturing capabilities. These will be provided at a competitive price to allow you a mark up on the items when they are used on DVA or other jobs.

### **Definition of Minor Modifications for the DVA work:**

The DVA has grouped Minor Mods product and services into categories for ordering and analysis purposes. These are listed on the minor mods form distributed to OTs. The DVA has allocated a RAP code, eg AL21, to each category of Minor mods. You may see RAP Codes but they are not needed for your involvement in the process. Major Mods are not part of the contract and these may continue to come directly to you from the OTs for quoting, not from HenryCare

The main conceptual change is that major and minor mods are not distinguished by the \$ amount, \$500, \$1,000 etc etc any more. Items remain minor mods regardless of the total cost involved. Where the total cost and / or quantity exceeds certain criteria, HenryCare must ensure "Prior approval" has been given. It is now quite possible to have a \$1,500 job which is still a minor mod, but, if it only contains minor mod items and the necessary prior approvals have been obtained. This is why we ask you to contact us if you believe any item will require more than 4 hours of labour time.

The main DVA categories are: Customised bed blocks, bed boards and bath seats, Chair Platforms, Hand held showers, Non Slip Treatment, Grab Rails & HandRails, Step Modifications, Shower curtain



rods, door wedges, step ramps, light switch & power point relocation, shower screen removal, Re-swing-remove doors.

Some minor mods automatically require us to obtain prior approval. These include: lowering door handles, lowering hanging rails, shower hob lowering, cutting down baths, kitchen benches, RCDs (residual current devices), TMVs (thermostatic mixing valves), fold down shower seats, new power points.

**Contractual requirements:**

HenryCare is not requiring you to sign a contract to become an Accredited Service Provider. There are some legal and insurance requirements that must be met before we can supply work. These requirements are included in the Registration forms and Standard Terms and Conditions. Some items such as licences and insurance information will be needed to be sighted before we can offer you any work.

Should you wish to apply to become an Accredited Service provider you can make application using the "registration form" and faxing it to HenryCare DVA Network Supplier Centre Fax 1300 663 461. Copies of the form can be obtained from the website [www.henry.com.au](http://www.henry.com.au)