**THIS IS AN EXAMPLE OF A LETTER TO A CARE PROVIDER – CUSTOMISE THIS FOR YOUR BUSINESS**

Dear INSERT CARE PROVIDER NAME

We know the important role that food plays in all our wellbeing, but especially for those later in their life. As a food business that produces meals in small batches and made fresh to order, when we became aware of the challenges for senior Australians to access high quality meals, we wanted to play a role in helping to address these challenges.

In addition to providing quality meals, a key component of our service is a solution that automates the administrative complexities for both Care Providers and their HCP recipients.

There are two parts to our solution:

1. We only charge your client 30% of the meal upfront, **and** invoice you with a compliant (split) invoice for the remaining amount.
2. We make it easy for your client to place their orders (see below).

**How it works**

* Every Friday we email a new menu with a mixture of seasonal dishes, staple favourites and lovely desserts to choose from and here INSERT MENU LINK is an example of a recent menu. I have also attached a print version for you.
* Orders need to be placed by Sunday night for delivery on Thursday or Friday, alternatively orders can be picked up from our Mary Street store on Fridays.

Importantly:

* Our menu has been developed based on lots of feedback from the aged care segment.
* We remind your client of the order deadline beforehand via email.
* There is no obligation to order.
* Our menu can also be printed out in hard copy so you can distribute it to your clients, or the client themselves can print it out.
* Customers only pay 30% of the meal upfront with the remaining amount invoiced to you for payment.
* Your client can place their orders either online or we also offering a phone service.

**How to start**

Your clients can access our meals in one of two ways:

1. You can send us their details (see below table) and we will manually sign them up for you.

|  |  |
| --- | --- |
| **HCP Client Info** |   |
|   | First Name |  |
|   | Last Name |  |
|   | Contact Email |  |
|   | Mobile Number |   |   |   |
|   | Address |  |

1. By creating an account with us themselves by clicking HERE / insert link to your HCP page

**A little about me**

(INSERT PERSONAL INFO)

I love making nutritious, home style meals that my local community can enjoy.

One of my passions is providing Senior Australians with high quality, locally produced meals. I see it as a privilege to be able to service our local aged care community by providing meals that our team make with love.

**Onboarding information**

Business Information:

|  |  |
| --- | --- |
| Business Name |  |
| ABN |  |
| Address |  |
| Contact |  |
| Email |  |
| Phone Number |  |
| Bank Account Name |  |
| Bank Account BSB |  |
| Bank Account Number |  |

Attached Documents:

|  |
| --- |
| Workers Compensation Policy |
| Public Liability Insurance Policy |
| Food Safety Certificate |
| Registration of Food Premises  |
| Police Certificate  |
| Menu Example Printout |
| Our HCP Flyer |

Our online menu Link:

[INSERT](https://cookaborough.com/eat-real-cairns/menus/12453/items) YOUR MENU LINK

**Thank you!**

We are very excited about working with INSERT CARE PROVIDE NAMEand will leave no stone unturned to be able to provide the very best offering and service possible to you and for your clients. In the meantime, I have attached a flyer for you to share with your clients and also a printout of our recent menu. If you have any enquiries, please do not hesitate in contacting us.

Kind Regards,