



Fees Policy (Home Care)

Version: 7

Date: 07.06.2022

Next review due by: 07.06.2025

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Developed by: National General Manager, Home Care

Authorised by: Regis Executive

Issued To: All Home Care Staff

PURPOSE

To ensure fees in the Home Care Package and Commonwealth Home Support Programs are aligned with requirements set by Government, are fair, transparent, and consistently applied. The Policy supports the principle set by the Commonwealth Government that all clients who can afford to contribute to the cost of their care should do so.

STAFF THIS POLICY APPLIES TO

All Regis Home Care staff.

POLICY

All clients receiving services subsidised by the Home Care Package or Commonwealth Home Support Program are to be informed of fees payable at the time of enquiry and/ or assessment for the service. Fees will be documented in Agreement and explained to the client and/ or their representative prior to the Agreement being finalised.

Fees will be calculated and indexed in accordance with the Home Care Package and Commonwealth Home Support Program guidelines, and the Client Contribution Framework issued by the Department of Health and as determined by Services Australia.

Assessment of the client's capacity to pay will be respectful of the client's right to privacy and dignity.

A client's inability to pay will not be used as a basis for the refusal of provision of service.

- If a client accessing services subsidised by the Commonwealth Home Support Program is experiencing financial hardship, fees may be reduced or waived, temporarily or permanently subject to individual circumstances, and organisational delegations for approval.
- If a client accessing services subsidised by the Home Care Package program is experiencing financial hardship and unable to pay a fee as determined by Services Australia, Regis will support the client in completing a financial hardship application. Fees not determined by Services Australia may be reduced or waived subject to individual circumstances and organisational delegations for approval.

All revenue derived from fees is used to provide and manage the service and ensure sustainability. Fees will not exceed the cost to provide, manage and ensure sustainability of the service.

Fees collected will be reported to the Department of Health in accordance with program requirements.

Client's and/ or their representatives have a right to appeal a fee determination at any time.



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ROLES AND RESPONSIBILITIES

Home Support Workers	<ul style="list-style-type: none"> Refer client questions or concerns relating to fees to the Client Service Manager or General Manager
Client Service Manager	<ul style="list-style-type: none"> Provide relevant fee schedules when responding to service enquiries Explain fees prior to finalising and Agreement with the client and ensure understanding Ensure fees are accurately recorded in the Agreement and individual budget documents Support clients with hardship applications Escalate requests to review fees
General Manager, Home Care	<ul style="list-style-type: none"> Approve or escalate fee reductions in line with delegations
National General Manager, Home Care	<ul style="list-style-type: none"> Approve or escalate fee reductions or waivers in line with delegations

DEFINITIONS

Term	Definition
Fees	<p>Fees applied within the Home Care Package Program include Daily Care Fee, Income tested Care Fee, Package Management Fee, Care Management Fee, Exit fee</p> <p>Fees applied within the Commonwealth Home Support Program are limited to a client contribution</p>
Agreement	Home Care Package or Commonwealth Home Support Program Agreement

KEY LEGISLATION, ACTS AND REFERENCES

Aged Care Quality Standards
Home Care Package Operational Manual
Commonwealth Home Support Program Manual
Commonwealth Home Support Program Consumer Contribution Framework

LINK TO QUALITY STANDARDS and REQUIREMENTS

Standard 1	Consumer dignity and choice	1(3)(a), 1(3)(c), 1(3)(d), 1(3)(e), 1(3)(f)
Standard 2	Ongoing assessment & planning with consumers	2(3)(c)
Standard 6	Feedback and complaints	6(3)(a), 6(3)(b), 6(3)(c), 6(3)(d)
Standard 8	Organisational governance	8(3)(c)



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LINK TO RELATED POLICIES AND PROCESSES

- Home Care Agreement
- Home Care Handbook

KEYWORDS

Fees, contributions, client contributions, co payments,

VERSION HISTORY / AUTHOR / CONTRIBUTORS

Version	Date Created	Sections Changed	Created/ Amended by
7	07.06.2022	Revision and replacement of Regis Home Care and Commonwealth Home Support program fees policy (2019)	National General Manager, Home Care