

Work Instruction: Client fees
Related Procedure No:
Responsibility: Director of Operations
Version Number & Date 1 – July 2023



Purpose

To ensure clients and staff are provided with clear information about the fees for services provided by MDH Support@Home Program. No client requiring services will be disadvantaged or refused the service due to the inability to pay.

This Work Instruction also the fee collection process.

Target Audience

All MDH staff involved with the care, management and administration of HACC PYP and CHSP services, and clients.

Definitions

CHSP: Commonwealth Home Support Program

HACC PYP: Home and Community Care Program for Younger People

HCW: Health Care Worker

Policy

Fees for CHSP and HACC PYP services are guided by the principles outlined in the CHSP Programme Manual 2020-22 and the HACC PYP program manual 2013.

The setting of a client contribution will ensure that those clients who can afford to contribute to the cost of their care will do so, whilst protecting clients who are vulnerable and financially disadvantaged. Fees are reviewed annually as part of the Support@Home Program fee schedule for CHSP and HACC PYP services. Revised fee schedules are provided to clients.

Fee collection is a necessary component of MDH business operations. This policy guides the practice for fee/revenue collection for the Support@Home Program, facilitating consistent practices. The aim is to ensure fees are affordable and accessible for all clients. Inability to meet payment of fees for disadvantaged clients or their children should not be a barrier to receiving services. Revenue generated by fee collection is reinvested into service delivery.

Procedure

An income declaration is to be signed by the client prior to the commencement of the services provided. Fees are set according to the Income Declaration form and are reviewed annually or when advised by the relevant State and Federal Governments. Current fee structures are provided to all new clients in their Admission packs. Clients are also advised of any changes to fees.

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For Social Support Groups, the fee charged includes staffing costs, attendance at the service/program, materials used in activities and meals whilst at the program. Additional fees may apply for trips or outings to cover admission to venues and to pay for a meal on an outing. Fees are charges for services brokered through private providers holding a contract with MDH. Clients on a Home Care Package have their expenditure managed within their HCP budget and are discussed and agreed upon by the client and provider.

Fee Collection

- All clients can nominate payment method, however the preferred payment method is via Direct Debit.
- Other payment methods include BPay and in person at MDH Reception.
- Episodes of care and support services are entered on to UNITI, with monthly accounts then generated from UNITI and sent to individual clients or their approved nominated agent.
- In order to minimise the risks associated with handling of cash, Social Support clients will be encouraged to make payments using the methods listed above.
- In circumstances of financial hardship or inability to pay, this must be negotiated with the Manager and documented in the client record. Any proposal to waive fees must be approved by the appropriate delegate, and is to be reviewed on an ongoing basis by the Manager.

Key Legislation, Acts & Standards

Home and Community Care Act (Commonwealth) 1985
Aged Care Act 1997
Aged Care Quality Standards
Charter of Aged Care Rights (the Charter)

References

Commonwealth Home Support Programme Manual 2020-22
Home and Community Care Program for Younger People (HACC PYP) program manual 2013
Home Care Packages Program Operational Manual: A Guide for Home Care Providers Sept 2021
The Victorian HACC Fees Policy and Schedule of Fees:
<https://www2.health.vic.gov.au/ageing-and-aged-care/home-and-community-care/hacc-programguidelines/hacc-schedule-of-fees>

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