



NARROGIN HOMECARE FEES



POLICY

Narrogin Homecare seeks a financial contribution from clients towards the cost of Home and Community Care services they receive, at a level that is fair and affordable but sufficiently flexible to adapt to individual circumstances.

Fees charged for services provided by Narrogin homecare are in line with the HACC Safeguards Policy and reviewed annually.

The Narrogin Homecare fees policy and charging arrangements are based on the guidelines set out in the Draft National Fees Policy (November 1996).

CAPACITY TO CONTRIBUTE

In assessing a client's capacity to contribute to the cost of the services they receive, Narrogin Homecare uses the following procedures:

- Each client is asked to complete an income assessment using the HACC Income Assessment Form:
 - To assist the client, their general household circumstances are determined (whether they live alone, are part of a couple or family living together, live in a household of unrelated people or are in some other circumstance).
 - The client is given clear instructions about whose income is to be assessed (single, couple). This is identified on the Income Assessment Form.
- The Income Assessment Form is to be completed by the client, or their representative. It may be left with the client for completion and collection at a later date or completed at the time of the initial visit.
- The Income Assessment Form allows clients to record information about their pension or beneficiary status, or if necessary, their level of income.
- Clients can nominate whether they wish to be considered for a fee reduction. Clear guidelines are available to indicate the circumstances where fee reduction might be appropriate. In such circumstances, the client may be asked to complete a Fee Reduction Form.
- A client can choose not to complete an income assessment but, as a result, may be charged at Level 3 Income.
- Clients are asked to advise Narrogin Homecare, Manager as soon as practical of any significant changes in their financial circumstances which may affect their income assessment or resulting level of contribution.
- Clients are encouraged to raise with the Agency any difficulties they have in paying the fee. Clients shall be advised and reassured that services will not be refused or withdrawn if they are unable to pay.
- Clients are advised of their right to lodge an appeal if they have any concerns about their income assessment or the extent of fees charged. The appeals process is described further below.
- Information obtained about a client's income is treated as private and confidential. Written records retained by Narrogin Homecare will be stored securely. Access must be in accordance with the client's expressed permission, the HACC National Service Standards and relevant legislation.

Payment of Fees

All clients are informed of the associated with any service at the time of income assessment, and a copy of the Narrogin Homecare Fee Schedule is provided to them. Clients will be given reasonable notice of any changes to the Agency Fee Schedule.

In charging fees Narrogin Homecare applies the following principles, consistent with the National Draft HACC Fees Policy – principles and the WA HACC Fees Policy:

- Payment of a fee that contributes to the cost of a HACC service is only sought from clients who are assessed as having a capacity to pay.
- A client who does not have a capacity to pay will have their fee reduced in accordance with the WA HACC Fees policy Fee Reduction Guidelines.
- The fee for a service is all-inclusive and covers all materials used in the delivery of the service, unless otherwise stated.
- The fee will not exceed the actual unit cost of service provision.

Compensable Clients

Clients who are applying for a compensation payment that may cover all or part of their community care costs will complete the standard Income Assessment Form and be charged the appropriate fee for their level of income.

Narrogin Homecare will liaise with the client’s legal representative regarding the actual unit cost of care for the client up to the point of a compensation settlement. At the point of settlement, any monies designated for community care costs will be recovered directly by Narrogin Homecare, net of fees paid. Services delivered after the point of settlement should be charged according to the identified amount set aside for community care in the compensation package. If no amount has been identified then the client should be charged according to their assessed level of income.

Fee Schedule

The Town of Narrogin has determined the fees for services it provides. The Agency’s current Fee Schedule is outlined below. The Fee Schedule is based on the current industry recommended fee schedule and is consistent with the requirements of the WA HACC Fees Policy. The Narrogin Homecare Manager with the Town of Narrogin reviews the Fee Schedule yearly.

SCALE OF FEES

WA HACC NARROGIN HOMECARE FEE SCHEDULE

Services Included in Fee Cap				
Activity Name	Unit of Service	Fee for Service	Fee for Service	Fee for Service
		Level 1	Level 2	Level 3
Domestic Assistance	Per hour	\$6.00	\$8.00	\$12.00
Respite Care	Per hour	\$6.00	\$6.00	\$6.00
Social Support	Per hour	\$0.00	\$0.00	\$0.00
Personal Care	Per hour	\$5.00	\$5.00	\$5.00
Centre Based Day Care (excludes transport and meal)	Per occasion	Variable depending on excursion	Variable Depending on excursion	Variable Depending on excursion
Home Maintenance	Per hour	\$6.00	\$8.00	\$12.00

Services Excluded in Fee Cap		Level 1	Level 2	Level 3
Transport*	Per trip	\$3.00	\$3.00	\$3.00
Transport* to and from Centre Based Day Care	Each way	\$1.50	\$1.50	\$1.50
Meals on Wheels*	Per meal	\$5.00	Variable	Variable
Meals at Centre Based Day Care	Per meal	Depending on Excursion	Depending on Excursion	Depending on Excursion

Services that do not have a fee	
Social Support	Volunteer home visits Telecross telephone support services
Counselling Support Information and Advocacy	Advisory Advocacy Counselling support Carer Support
Other HACC Services	Coordination of services Case Management Provision of information Assessment and Review

FEE CAP

Clients with multiple service needs will not be charged more than a set amount per week (fee cap), irrespective of the number of services they use. The Department of Health Western Australia has determined the fee cap in consultation with industry and consumer representatives. The fee cap, as at July 2008 is:

Income	Fee Cap
Level One: Full pensioner or equivalent pension eligibility income	\$35 per week
Level Two: Part pensioner or equivalent pension eligibility income	\$42 per week
Level Three: Non-pensioner	\$95 per week

The fee cap applies equally for clients receiving services individually or jointly. For example, the fee cap for a single maximum rate pensioner is \$35.00 a week. Likewise the total fees payable or fee cap for a maximum rate pensioner couple living in the one household is also \$35.00 a week.

In accordance with the National Draft HACC Fees Policy- Principles, meals (delivered or centre based), podiatry, transport and home modification services are excluded from the fee cap.

Services with a Partial or Full Exemption from the WA HACC Fees Policy

Fees will not be charged for information, advisory and advocacy services, carer support, assessment and review services, or social support services. Social support services include volunteer home visits and telephone based monitoring services. Carer support services include counselling, training and information for carers and carer support groups.

A fee applies to meals (delivered or centre based), podiatry and transport services. Where a client receives only these service types, an income assessment is not required.

COORDINATION OF FEE COLLECTION WITH OTHER HACC SERVICES

At the time of income assessment, information will be collected from each client about other HACC services they receive, and the charges that apply. Where other Agencies are involved, Narrogin Homecare will explain the application of a fee cap and ask for permission to contact the other Agency/ies regarding the calculation and payment of fees in accordance with the fee cap.

REFUSAL TO PAY

If a client is identified as being in arrears, without prior arrangement, the Coordinator will contact and/or visit the client to explore the reasons for non-payment. The client will be advised of their right to have an advocate present during the visit.

Depending on the circumstances a number of fee payment options may be considered including the client payment the outstanding amount in instalments or reducing the outstanding amount. The ongoing fee should also be reviewed to consider whether there is a case for fee reduction in accordance with the WA HACC Fees Policy Fee Reduction Guidelines. The client will be informed of the outcome of this process in writing.

Further visits may be considered and all reasonable attempts to negotiate with the client should be made to arrive at a mutually agreed fee. The client should be made aware of their right to appeal and use the services of an advocate. If the client still fails to pay the agreed outstanding amount, a written reminder will be issued, requesting payment within 14 days.

Once all avenues have been explored, the Town of Narrogin will decide how to manage the debt. The client will be informed in writing of the Agency's decision and will have their right of appeal explained to them.

COLLECTION OF FEES

Clients are issued with an account at the end of each month based on the services recorded on staff time sheets (for in-home and transport services). Day care fees are collected at the day centre.

APPEALS ON FEES

Clients or their advocates have the right of appeal if they are unhappy with any aspect of income assessment or fee setting. All clients shall be advised of this right and the process of appeal at the time of assessment and subsequent reviews.

The Process for appeal endorsed by the Town of Narrogin is:

- The Client contacts the Manager about their concerns.
- The Manager acknowledges the approach in writing within 7 working days and arranges to meet with the client to discuss the situation.

The Manager verifies that

- The Client is appropriately supported or represented by a carer, guardian or advocate.
- The correct fee has been set for the client's current circumstances.
- Fee reduction avenues have been explored.
- The client correctly understands the fee outcome.

- A client who appeals the level of fees charged will receive a written statement of the outcome of appeal within 7 working days of a decision being made and advised about any further steps they may take.
- Contact details of independent advocacy services (Appendix B), which may be available to negotiate the payment of fees on the client's behalf, will be provided.
- If this process does not resolve the issue the Town of Narrogin and/or the client may refer the matter to an Independent Appeals Tribunal for resolution.

No client will be disadvantaged or penalised as a result of lodging an appeal.

If appropriate, the Coordinator will negotiate with the client to reduce the disputed fee while the appeal is being considered.

Useful Contacts

Advocare

Free call: 1800 655 566

www.advocare.org.au

Unit 1, Byblos House

190 Abernethy Road

Belmont WA 6104

Telephone: (08) 94797566

Fax: (08) 9479 7599

Email: rights@advocare.org.au

Carers WA

255 Walcott Street

NORTH PERTH WA 6006

Tel: 08 9444 5922

Fax: 08 94448966

24 Hour Free call: 1800 242 636

1300 CARERS (227377)

Web: <http://www.carerswa.asn.au/>

Disability Services Commission

146-160 Colin Street,

West Perth WA 6005

General enquiries: Phone (08) 9426 9200

Main fax: (08) 9226 2306

Teletypewriter: (08) 9426 9315

Country callers: Free call 1800 998 214

Email: dsc@dsc.wa.qgov.au

Health Consumers' Council WA (Inc)

GPO Box C134

PERTH WA 6839

The Health Consumers' Council office is situated at:

Unit 13/14 Wellington Fair

4 Lord Street

PERTH WA 6000

Telephone: (08) 9221 3422

Free call: 1800 620 780

Facsimile: (08) 9221 54 35

Email: info@hconc.org.au.

The Office of Health Review

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44 St Georges Terrace

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PERTH WA 6838

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