

# BURDEKIN COMMUNITY ASSOCIATION INC.

## HOME CARE SERVICE

### FEES AND CHARGES

#### *Home Support (CHSP)*

Clients are required to pay a small fee for the support they receive from Burdekin Community Association Inc. for home support services, if they can afford to. A schedule of the fees will be provided to you. You can at any time contact the office for an up to date schedule of fees.

#### *Home Care Packages*

You will be consulted about the fees which will not exceed those calculated in accordance with the *Aged Care Act 1997* and *User Rights Principles 2014* not exceeding 17.5% of your total pension (for single and married clients) if you are in receipt of the basic pension. If your income is more than the basic rate of the single pension, you will be required to pay an income tested fee which is calculated by Centrelink. There are fee caps that limit the amount you can contribute to care annually. The Service Coordinator will provide you with information from the Government on these fees.

The fee is revised twice per year with consideration to your ability to pay. Your contribution will be agreed upon prior to commencement of services between yourself and the Assessment Officer once support requirements are assessed. If you are financially disadvantaged, you are still eligible for services and a nominal fee will be agreed upon. No client will be denied a service if they are unable to pay. We revise the fees in line with adjustments made by the Government to the Aged Care Pension in March and September and advise clients of these changes. Fees are described in the [Home Care Agreement](#).

Each home care package client (on a Consumer Directed Care package) receives an individualised budget that includes<sup>1</sup>:

- Income and expenditure (administrative, core advisory and case management services, and service and support provision and/or purchasing) and
- Contingency monies (for emergencies or unplanned support) of no more than 10% of the total annual budget of the package.

#### *Unspent funds<sup>2</sup>*

We provide a regular monthly statement of income and expenditure to each Home Care Package (CDC) client including the balance of unspent funds. If a client leaves a package:

- To another level of package with the same provider; unspent funds are moved with the client and used to deliver support and care under the new package level
- To another home care provider, unspent funds are retained by our organisation for use by other clients or infrastructure (unless negotiated with the new home care provider and the client)
- And returns within 28 days, unspent funds are returned to the client's budget for use by them in their new package
- As they are deceased, we use the unspent funds for other clients or infrastructure

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<sup>1</sup> Department of Health December 2015 Home Care Packages Operational Manual p 30

<sup>2</sup> Department of Health December 2015 Home Care Packages Operational Manual p 39

- And has provided their own top up money that has not been used, this money is returned to the client or their estate (if deceased).

All equipment, purchased by us and provided to support the client remains the property of our organisation, are recorded on an equipment register by the relevant Service Coordinator and maintained as per the maintenance schedule. Equipment hired or purchased for the client as part of the package (and paid for by the package) will remain the property of the client once the package ceases to be provided. The client is responsible for the maintenance and repair of equipment.

No client will be refused a service, if eligible, based on inability to pay.

### **Income assessment**

We ask Home Support (CHSP) clients to complete an income assessment in order to determine the fees to be paid. Our Service Coordinator will run through this with you when you commence services or whenever your services are reviewed. You are asked to advise us of any changes in income within 30 days of the change.

Home Care Package clients' fees are determined by Centrelink (as described above).

### **Fee reduction**

We recognise that the circumstances of some people may make it difficult to pay the fees for support. If Home Support (CHSP) clients are experiencing difficulties you can request a fee reduction by completing a Fee Reduction Form. In assessing your request we consider your income, household circumstances and any other special circumstances or hardships that make it difficult to pay. You will be advised of the result of your request within 15 working days.

If Home Care Package clients are experiencing financial hardship we can assist you to negotiate the package fees.

### **Appeal**

If you are unhappy about the result of your fee assessment or application for a fee reduction you can appeal. Advise the Service Coordinator directly and they will provide you with information on the appeals process. The Chief Executive Officer Burdekin Community Association Inc. will make the final decision. You will be advised in writing within 30 days of the date of appeal.

### **Paying your fees**

Burdekin Community Association Inc. will provide you with an invoice at the end of each month. You can make payment via direct debit (preferred), pay at the Burdekin Community Association Inc. office, by post or electronic funds transfer. Our staff do not collect money to pay Home Care Package Program fees.

### **References:**

- Client Handbook July 2016
- HCSQMS06 – Delivery of Approved Services