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| | **SEYMOUR HEALTH**<br><br>Title: **COMMUNITY SERVICES FEES GUIDELINE**<br>Scope: CHSP, HACC-PYP<br>Approval Committee: Executive<br>Primary Rights Holder: Community Services Manager |

## PURPOSE

The Department of Health has directed that all service providers must attempt to collect fees for services they provide to community members.

The fees have been introduced to ensure that all people are treated equally when it comes to paying fees for the services they receive.

## DEFINITIONS

**CHSP**: Commonwealth Home Support Program
**HACC-PYP**: Home and Community Care Program for Younger People

## GUIDELINES

Fees for a service are calculated at the time of assessment. Clients are required to complete a *MR 61 Financial Agreement – District Nursing Service* indicating income range and any costs of living expenses they believe should be deducted from this income (this information is to be kept confidential). This information will determine the rate of payment (low, medium, high). Refer to **Appendix 1**

Where clients have a high utilisation of one service, or who use a range of services, a fee cap will be introduced.

No person will be denied access to a service because of an inability to pay fees.

There are no fees charged for children under 18 years of age from low income families or for counselling/casework for people of low and middle incomes.

If clients experience difficulties or have circumstances which impact on their ability to pay the scheduled fee or consumables, they can apply for a MR 58 Request for Fee/Consumables Waiver/Reduction (Refer to **Appendix 2**) which needs to be approved by the Community Services Manager.

All applications will be acknowledged and applicants advised of the outcome.

Review of fees can be initiated at any time by the client or the service provider.

If clients have a complaint or grievance about the proposed fees, they should discuss this with the staff or contact the Community Services Manager. Complaints will be dealt with fairly, confidentially and without retribution.

- Copy to be given to the client/carer
- Copy to be filed in client case record
- Note in visit details tab in UNITI, with review date if required

## Key aligned documents

- District Nursing Service Brochure
- MR58 Request for Fee/Consumables Waiver or Reduction
- MR61 Financial Agreement – District Nursing Service

## Key Legislation, Acts & Standards

Aged Care Quality and Safety Commission, Aged Care Quality Standards (2019): Standard 2, Ongoing assessment and planning with consumers; Standard 8, Organisational governance (until 30th June 2024)
(From 1st July 2024) Aged Care Quality and Safety Commission, The Strengthened Aged Care Quality Standards (Nov 2023) Standard 1 The Person. 1.4 Transparency and agreements.

## References

Australian Aged Care Quality and Safety Commission
https://www.agedcarequality.gov.au/

National Guide to the CHSP Client Contribution Framework – Updated June 2022https://www.health.gov.au/sites/default/files/documents/2022/06/national-guide-to-the-chsp-client-contribution-framework-national-guide-to-the-chsp-client-contribution-framework.pdf

Community health Fees schedule and income ranges effective July 2019.
https://www2.health.vic.gov.au/primary-and-community-health/community-health/community-health-program/community-health-fees-policy/fees-schedule-and-income-range

## Author / Contributors

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## Reviewed and Approved by

| Committee | Date |
|---|---|
| Continuous Quality Improvement | 14 September 2017 |
| Executive | 17 February 2021 |
| Executive | 24 April 2024 |

**APPENDIX 1**

# MR61 Financial Agreement – District Nursing Service

## Information about Fees Policy

This form is used by Seymour Health Community Services to determine the fee to be charged for any Commonwealth Home Support Program (CHSP) or Home and Community Care Program for Younger People (HACCPYP) services.

Fees are calculated as follows:

***Step 1: Calculate consumer income level***
The Community Health income ranges are based on the Centrelink Income Test for pensioners. This is reviewed annually in Victoria by the Department of Health. Consumer income level is only one indicator of how much they can afford to pay for services.

***Step 2: Subtract additional costs affecting their ability to pay***
The MR61financial agreement form outlines the list of factors affecting the ability to pay. Discuss with the consumer the factors affecting their ability to pay the fee and whether a fee waiver or reduction is required Explain that they will not be denied access to service due to their inability to pay.

***Step 3: Level of fee determined***
A fee cannot be determined until Steps 1 & 2 have been completed.

FEE REVIEW
Seymour Health understand that consumers financial situations change and/or service requirements may change. We are able to review the fees charged as part of our annual reassessment. However, at any time a consumer can ask us to reconsider the fees they are paying.

**APPENDIX 2**

# Factors to be Considered to Reduce or Waive Fees

Do fees need to be reduced or waived given client circumstances in any of the three income levels?

Does the client incur any significant additional costs, listed below, which may affect their capacity to pay the set fee for the service(s) they receive?

## Factors Affecting Ability to Pay

### Additional Costs Due to Disability

- Pharmaceutical or medication costs
- Aids and equipment, including continence products
- Specialist care
- Special school costs
- Special foods
- Temporary care/respite
- Special clothing
- Utilities (including telephone, water, power, gas) where there is a higher usage due to a disability for example, people using pumps overnight do not get a concession on utility bills
- Medical supplies

### Location Related Costs

- Increased property costs where this is related to the additional cost of disability (for example if you have had to modify your house or move to access services, replacing carpets and bedding)
- Transport, for example where due to a disability you are not able to use your own car or public transport
- Specialist care, and/or related costs such as accommodation when travelling to another location to see a specialist

### Other Similar Factors

- Health or medical insurance, where you experience increased costs due to disability
- The cost of services, other than CHSP/HACCPYP services, being provided when there is no flexibility in the fee being charged

What is the effect of these items on the client's individual income and does it affect their ability to pay the set income level?

What fee, if any, will be able to be paid by the client?