

E.04 Client Fees

1.0 INTRODUCTION/BACKGROUND

Government departments funding community services usually expect that fees will be charged to clients as a way of providing additional funds to enable more service provision. At times, the Government specifies the fee or the maximum level of the fee. Mercy Services follows the Government's guidelines on client fees.

Mercy Services also needs to keep its fees similar to other local service providers as a means of ensuring fairness for clients and to stay competitive with other service providers.

Mercy Services uses donations and money raised from activities to assist people who are in need and not eligible for additional Government assistance.

Mercy Services also provides some services at full cost to people who are not eligible for service, who want to pay until a government funded place becomes available or who do not want government assistance.

Many of the people that seek assistance from Mercy Services have battled for a long time before seeking help. They often have multiple difficulties that result in increased expenses and reduced ability to earn income. Those with disabilities and/or chronic health often pay a considerable portion of their income on medication and health equipment and aids. Clients of Mercy Services Alcohol and Other Drugs (AOD) and parenting programs are often on low incomes and have multiple issues. These factors mean that Mercy Services must take a compassionate and flexible approach and in some cases charge a client a reduced or no fee.

2.0 SCOPE

This policy applies to all fees charged for client services by Mercy Services.

3.0 POLICY STATEMENT

Mercy Services is committed to charging client fees in a fair, open, respectful and just manner.

The Mercy Services fee charging arrangements are based on the guidelines and contract arrangements which apply to each particular funded program. National guidelines are used for those Australian Government funded programs such as Home Care Packages (HCP), and also Commonwealth Home Support Program (CHSP) (which Mercy Services call Home Support Program). NSW Government guidelines are used for NSW Health funded programs such as Community Nursing, Day Centre and McAuley Outreach Service, and Community Transport (through CHSP & Transport for NSW).

The following points apply to Mercy Services client fees:

- clients who can afford to pay for services from Mercy Services are charged a fee;

- clients with a similar capacity to pay who receive a similar type and level of service are charged the same fee;
- clients on low incomes with high and/or multiple service needs will have a ceiling (maximum amount) set which may be lower than the total value of service provided;
- fees charged for government subsidised services are not more than the actual cost of providing our service;
- fees include all costs of providing our service;
- clients who are, or will be, receiving compensation to cover the full cost of service, are charged the full cost of providing our service;
- clients are informed of the relevant scale of fees and the process for collection (as they can vary per program) at assessment and before services are agreed to;
- clients are informed that fees may change; and
- all fees collected are put back into the particular program/service for which they are collected.

People who are assessed as being in need of a Government funded service are eligible to receive the service, regardless of their capacity to pay. Fees will be negotiated down or waived if a person cannot pay. This will be handled with respect, courtesy and a minimum of fuss.

4.0 PROCEDURES

4.1 Capacity to Pay

In assessing clients' ability to pay for services the following shall apply:

- 1) information will be obtained from each new client regarding their source and level of income (the assessment will be based on the client's own description of their income – no paperwork is required as proof);
- 2) information will be obtained from each new client regarding whether they have a high level of expenses including whether they pay for any other Government funded services (the assessment will be based on the client's own description of their expenses – no paperwork is required as proof);
- 3) information obtained about a client's income and expenses will be treated as private and confidential;
- 4) clients will be asked to advise Mercy Services within 30 days of any significant change in their financial status or in relation to the payment/non-payment of fees (e.g. receipt, or cessation of, compensation payments);
- 5) if a client indicates they are not able to pay the total of all their Mercy Services fees the Coordinator can set a fortnightly ceiling (maximum) of all fees charged to the client (fees cannot be reduced but a ceiling can be set to prevent hardship);
- 6) the Coordinator must seek approval from their Manager to charge no fee;
- 7) clients shall be advised and reassured that services will not be refused or withdrawn if they are unable to pay the fee; and
- 8) clients, potential clients and their advocates may lodge an appeal with the Coordinator if they are unhappy with the fees or ceiling of fees charged. This

can be done in writing or by telephone. The only requirement is that the client clearly asks the Coordinator to review their fees. All clients will be advised of the appeal process which is described in more detail below.

4.2 Ceiling on fortnightly Home Support Program fees

No Home Support Program (HSP) client will pay more than 17.5% of pension on Mercy Services fortnightly fees.

In calculating the ceiling on fees Mercy Services will not include:

- when a client receives a service from a tradesperson. The labour and materials used are not counted in the ceiling. The client can negotiate a longer repayment schedule if necessary.
- food services – these are expenses that all people meet through pension or savings. There is already a subsidy on unit costs. In extreme hardship a client may apply for food to be included in the ceiling of their fortnightly Mercy Services fees or a longer repayment schedule may be necessary.
- day centre participation by Home Support Program (HSP) clients except where the client is likely to refuse to attend essential day centre activities.

If a HSP client cannot afford to pay the usual HSP fees they must apply to the CEO for consideration of their fees.

4.3 Payment of Fees

All clients will be informed of the fees and ceiling on their Mercy Services fees at the time of assessment or introduction of the service.

Where possible, Mercy Services prevents volunteers and client service delivery staff from having to collect client fees. Community Transport drivers are able to receive client contributions for transport. The exception being where the transport is part of a Social Support or Day Centre activity, the driver cannot receive money and an account will be sent to the client.

Client options for paying fees are:

1. **Direct debit** automatically from your (or someone else's) bank account; or
2. Cash or cheque **deposited at your bank** into our bank account as an electronic funds transfer using the reference number printed on the statement or invoice Mercy Services has sent to you; or
3. Cash or cheque **deposited at any Westpac bank** into our bank account using the Electronic funds transfer details printed on the statement or invoice Mercy Services has sent to you;
4. Cash or cheque **deposited at our office** (32 Union St., Tighes Hill - Monday to Friday 8.30am-5pm) using the reference number printed on the statement or invoice Mercy Services has sent to you; or
5. **Post your payment** to Mercy Services, 32 Union St., Tighes Hill 2297 with a cheque or money order with remittance advice at the bottom of the statement or invoice Mercy Services has sent to you; or

6. **Phone payments** by calling your bank's phone banking line and using BPay using the BPay number and reference number printed on the statement or invoice Mercy Services has sent to you; or
7. **Internet payment** as an electronic funds transfer or BPay using your bank's website or VISA or Mastercard (no Diners or AMEX) using the reference number printed on the statement or invoice Mercy Services has sent to you.

Clients will be advised in writing of any variation to fees or to the Mercy Services Fees Policy.

4.4 Setting Fees

Mercy Services management will determine details regarding client fees in accordance with funding agreements with the Government.

Mercy Services' aged and disability service fees and fee ceilings are set as a percentage of the base pension single rate to enable ease and equity when fees are increased. Whenever possible fees will be rounded to the nearest \$0.10.

a. Residential Aged Care Fees

The schedule of Resident Fees and Charges are updated regularly.

As of the 20 March 2017, the Schedule of Resident Fees and Charges have changed. If you wish to review and understand the charges, daily fees, income testing, accommodation charges and bonds, please click on the link below:

[Aged Care Fees and Charges](#)

Clients and their families can find helpful information on residential aged care options and costs at [My Aged Care](#).

The following information applies to new residents entering care on or after 20 March 2017.

Aged care residents are required to pay both accommodation charges and daily care fees. From 20 March 2017, all residents will need to choose how to pay for their cost of accommodation – either via a fully Refundable Accommodation Deposit (RAD) or Daily Accommodation Payment (DAP) or a combination thereof.

- The RAD is based on the published price of the specific room the resident will occupy.
- The DAP is calculated from the RAD amount at a government prescribed maximum permissible interest rate (MPIR).

You can elect to pay a combination of RAD and DAP to suit your financial circumstances. The agreed DAP may be deducted from the RAD in order to meet an agreed amount of accommodation payment. Residents will have 28 days after entering care to select how they wish to pay their accommodation costs. Residents with limited financial means may have part or all of their accommodation costs met by the Government.

All residents will also pay a Daily Care Fee, which is set at 85% of the Age Pension. Incoming residents will be assessed on their assets and income to

determine their capacity to pay a contribution towards their care costs in addition to the Daily Care Fee.

THE AMOUNTS STATED IN THE TABLE BELOW ARE OUR MAXIMUM RATES AND WILL APPLY FOR THOSE WITH ADEQUATE FINANCIAL MEANS. Residents with limited assets may be treated as 'supported' by the Department of Social Services which means you will not be required to pay the published DAP – or it may be a lower amount. For residents who are not classified as 'supported', but affordability is still an issue, be assured this will not necessarily affect your eligibility for care and accommodation with us. The DAP amounts quoted below are correct and current up to and as at 01/04/2017 and may change (in line with interest rate adjustments) for entry dates after this period.

Room type	RAD	MPIR	DAP	Combination
4 Bed Shared Room	\$350,000	5.78%	\$55.42	50% RAD \$175,000 50% DAP \$27.71 per day
2 Bed Shared Room	\$550,000	5.78%	\$87.10	50% RAD \$275,000 50% DAP \$43.55 per day
Single Room (no ensuite)	\$550,000	5.78%	\$87.10	50% RAD \$275,000 50% DAP \$43.55 per day
Single Room (with ensuite)	\$550,000	5.78%	\$87.10	50% RAD \$275,000 50% DAP \$43.55 per day

Some examples of the current payment and fee structure available from the 1st July 2014 for all residents are outlined below:

1. Refundable Accommodation Deposit RAD (Lump Sum Bond) payment structure

As of 1st July 2014, RADs will range up to \$550,000. On top of the lump sum payment, an additional standard basic daily care fee is required. Example: Agreed refundable deposit payment of \$350,000 to be paid as a lump sum. The standard basic daily care fee (currently \$49.07) is required as a daily payment along with the deposited lump sum payment.

2. Daily Accommodation Payment (DAP) structure

An equivalent daily payment depending on the current MPIR, with the additional standard basic daily care fee. Example: The agreed refundable deposit amount of \$150,000, a calculation of \$23.75 as the equivalent daily payment will be paid, along with the standard basic daily care fee (currently \$49.07) giving a total of \$72.82 per day. The equivalent daily payment is calculated by multiplying the RAD by the MPIR and dividing by 365 (days per year).

3. Combination Payment (RAD + DAP) payment structure

Payment including a refundable deposit of 'X' amount to calculate an equivalent daily payment, along with the standard basic daily care fee.

Example: Agreed refundable deposit payment of \$350,000 with \$150,000 to be paid as the lump sum. The remaining \$200,000 will be calculated to the equivalent daily payment using the formula $\$200,000 \times \text{MPIR} \div 365$. The equivalent amount of \$31.67 along with the standard basic daily care fee (currently \$49.07, gives a total of \$80.74. This is required as a daily payment along with the partial refundable accommodation deposit of \$150,000.

Mercy Services encourages all prospective residents to seek independent financial advice from specialists in aged care to get information specific to their financial circumstances.

b. Home Care Packages

HCP clients on 9th July 2012 have the option of keeping their current fortnightly fee until they exit. The Government expects all HCP clients to pay a fee of up to 17.5% of the pension¹. Mercy Services encourages clients who cannot afford the 17.5% to pay one of the other rates which are also indexed as a percentage of the pension.

The current HCP fee levels are:

HCP fee levels from 05/06/2017	
2.5%	= \$1.44 p/d (\$10.08 p/w or \$20.16 p/f)
3.5%	= \$2.02 p/d (\$14.14 p/w or \$28.28 p/f)
5%	= \$2.95 p/d (\$20.65 p/w or \$41.30 p/f)
7.5%	= \$4.33 p/d (\$30.31 p/w or \$60.62 p/f)
10%	= \$5.77 p/d (\$40.39 p/w or \$80.78 p/f)
12.5%	= \$7.21 p/d (\$50.47 p/w or \$100.94 p/f)
15%	= \$8.66 p/d (\$60.62 p/w or \$121.24 p/f)
17.5%	= \$10.10 p/d (\$70.70 p/w or \$141.40 p/f)
Additional fees apply to services in excess of HCP budget income	

Items not included in the fee – costs of tradesperson called to assist client. Client to pay costs of running their home including any food/other consumables/approved cleaning materials & equipment used by Mercy Services in the provision of care to the client and Day Centre participation by client.

From 01 July 2014 the Government will assess the income of all new HCP clients to determine if the person should pay an additional income tested fee towards the cost of their Home Care Package. The additional income tested fee will not apply to full pensioners. The Government will then reduce the amount of money it gives Mercy Services by this same amount. Mercy Services will seek this additional fee as the viability of the HCP funding is threatened. If paying this additional fee places the client in hardship the client can appeal the Government's decision and/or the Mercy Services' base fee can be re-negotiated.

¹ \$808.30 per fortnight <https://www.humanservices.gov.au/customer/services/centrelink/age-pension>

The cost of services provided under a Home Care Package from 05/06/17:

Service type	7am – 8pm Weekday per hour	Weekday afterhours or Saturday	Sunday
Nursing assessment or treatment	\$80.00		
CCA assistance (minimum 15 min) with:	\$46.50 (minimum 15 minutes for \$16.00)	\$70.00 (minimum 15 minutes for \$23.00)	\$80.00 (minimum 15 minutes for \$26.00)
• Meal preparation			
• Attending appointments			
• Shopping and transport			
• Medication assistance			
• Social Support			
• House work, laundry etc			
• Personal care – low level			
Personal Care – high level (min. 30 min)	\$60.00	\$90.00	\$103.00
Vehicle expense when client travelling with CCA	\$0.78 p/km		
Basic home maintenance (min 30 min)	\$55.00		
Weeding/Gardening/Yard work (minimum 60 min)	\$55.00		
Service type	<i>The Home Care Package fees below are charged at a per day/occasion rate</i>		
Occupational Therapy initial assessment	\$135.00 per occasion		
Subsequent Occupational Therapy	\$90.00 per occasion		
Mowing: <i>Fixed fee based on average time taken to mow</i>	\$55.00 (minimum)		
Linen service	\$30.00 per delivery		
Centre based day respite – available Mon-Thurs (incl. meal & trans)	\$29.50 per day		
Vital call (<i>see also one-off establishment fee</i>)	price set by supplier		
Washing, drying and folding client's laundry at our centre (<i>CCA travel time and km to Centre's laundry is extra</i>)	\$12.50 per occasion		
Equipment hire from other sources	Price dependent on type and amount supplied		
Vision & hearing	Price dependent on type and amount supplied		
Medical/continence supplies	Price dependent on type and amount supplied		
Allied Health	Price dependent on service supplied		
Service type	<i>The Home Care Package fees below are charged at a average weekly amount or as a percentage of HCP</i>		
Administration	24% of the total value of the HCP		
Case Management – per occasion	\$90.00 per hour		
Case Management – High support needs	12% of the total value of the HCP		
Case Management – Low support needs	9% of the total value of the HCP		

c. Home maintenance

In the interests of equity, lawn mowing and basic home maintenance fees are set as close as possible to those charged by the other CHSP provider in this area. A client will be charged the same rate each time their lawn is mown.

The rate each client is charged will depend on the Coordinator's assessment of the average time it should take to mow.

Clients wanting occasional weeding, pruning etc are charged at a per worker and hourly rate.

Clients need to also pay the cost of tip fees and any materials needed e.g., new locks, timber. Home maintenance – minor repairs, installation of handheld shower rose, etc.

Where a tradesperson is engaged the client pays for any materials required and for 65% of the labour component of any work by the tradesperson.

d. National Disability Insurance Scheme (NDIS)

Mercy Services will charge the National Disability Insurance Agency (NDIA) the maximum allowable fee for each of the supports provided to NDIS clients. Mercy Services fees not included in the NDIS schedule are billed to the NDIA at the Home Care Package rate (see 4.4.a)

Late cancellation fee

If Mercy Services does not give its staff 24 hours notice of a change in their roster it must pay the staff for the original rostered shift. For this reason Mercy Services needs the client to provide more than 24 hours notice of a change of time or cancellation of a shift. If the client cancels a personal care, skill development or community access shift with less than 24 hours NDIA will pay for the shift for a maximum of 8 shifts per year. After the eighth shift cancelled with less than 24 hours notice the client may be personally billed for the first hour of a shift. The cancellation fee is the applicable NDIS hourly rate (e.g., usually between \$35.43 and \$38.78).

e. Food Service – All centre based and home delivered meals are not counted in fee ceilings. The cost of home delivered meals is set by the supplier of these meals not by Mercy Services.

f. Community Transport

Regular Community Transport fees are detailed below in 4.4.g. The Coordinator will determine the fee for private use of buses.

g. Other disability and Aged Care service fees from 05/06/17:

Service type	Commonwealth Home Support Program
	<i>The fees below are charged at a per hour rate</i>
Nursing assessment	Donation
Regular nursing - wound/foot	Donation
CCA assistance (minimum 15 min) with:	\$12.10 per hour

Service type	Commonwealth Home Support Program	
• Meal preparation		
• Attending appointments		
• Medication assistance		
• Social Support		
• House work, laundry etc		
Personal Care – high level (min. 30 min)	\$12.10 per hour	
Basic home maintenance (min. 30 min)	\$36.50 per hour	
Yard work	\$14.60 per hour	
	<i>The fees below are charged at a per day/occasion rate</i>	
Mowing: <i>Fixed fee based on average time taken to mow</i>		
• Rate 1 (minimum rate)	\$14.60 per mow	
• Rate 2 (average 75 minutes)	\$18.20 per mow	
• Rate 3 (average 90 minutes)	\$21.80 per mow	
• Rate 4 (average 105 minutes)	\$25.50 per mow	
• Rate 5 (average 120 minutes)	\$29.20 per mow	
Linen service (per delivery)	\$8.90 per delivery	
Morning tea at NECC, Day Centre and Elernmore Vale	\$2.00 each	or \$8.00 if having both morning tea and lunch and dessert
Main meal & dessert at NECC, Elernmore Vale, Day Centre and Centre Based Lunch	\$6.50 each	
Elernmore Vale bingo, morning tea and raffle – no transport	\$9.00 per day	
Wallsend Carers - First Tuesday lunch and BBQ Lunch	\$14.60 per day	
Wallsend Carers - Shopping bus and Friday Bus trip – food not included	\$14.60 per day	
Day Centre or Centre based, Elernmore Vale morning tea, lunch and transport	\$14.60 per day	
Full day bus trip, <i>incl. food and transport venue may charge extra for lunch or entertainment</i>	\$29.20 per day	
Volunteer visiting client at home	<i>No fee</i>	
Shopping trip with volunteer driver (with or without client)	<i>(same as volunteer transport below)</i>	
Volunteer transport - short service (less than 15km return)	\$8.90 per day	
Volunteer transport - longer service (15km or more return)	\$14.60 per day	
Community Transport within Newcastle and Lake Macquarie LGAs – one way	\$8.50 per trip	

Service type	Commonwealth Home Support Program
Community Transport within Newcastle and Lake Macquarie LGAs - return	\$17.00 per trip
Community Transport outside Newcastle and Lake Macquarie LGAs	Contact Community Transport office for costing

h. Newcastle Elderly Citizens Centre transport fees

Mercy Services appreciates that some patrons have difficulty with transport to/from the Centre. The cheapest form of transport to NECC is public transport. Community Transport is also subsidised by the government to pick people up from their home and take them directly to/from their destination. NECC will provide taxi vouchers for patrons at the same price as Community Transport where Community Transport is not suitable for that person.

i. Brighton House and Bronte House

	<i>Regular fee</i>
Rent & utilities	\$75 per week

j. McAuley Community Housing

McAuley Community Housing residents pay rent to Ecclesia Housing Ltd.

k. McAuley Outreach Service

No fees are charged to clients of McAuley Outreach Service.

l. McAuley Parenting Support Programs

No fees are charged to clients of McAuley Parenting Program.

m. Holyoake Program

	<i>Regular fee</i>
Workers time	\$35 waged \$25 unwaged

4.5 Review of fees

Mercy Services aged and disability service fees and fee ceilings are usually recalculated in April each year to keep pace with the increase over the year to the Age/Carer/Disability Pensions. Other Mercy Services fees and prices will also be reviewed, and if necessary adjusted, each April.

4.6 Full fee/cost recovery

Mercy Services may accept as clients, people who are able to pay the full cost of delivering the service if they are ineligible for or do not want a government subsidised service. The approximate rate is the Home Care Package as set out above (4.4.b) plus 10% GST and 11% administration.

Service type	7am – 8pm Weekday per hour	Weekday afterhours or Saturday	Sunday
Nursing assessment or treatment	\$96.80		
CCA assistance (minimum 15 min) with:	\$56.30 (minimum 15 minutes for \$18.60)	\$84.70 (minimum 15 minutes for \$28.00)	\$96.80 (minimum 15 minutes for \$32.00)
• Meal preparation			
• Attending appointments			
• Shopping and transport			
• Medication assistance			
• Social Support			
• House work, laundry etc			
• Personal care – low level			
Personal Care – high level (min. 30 min)	\$72.60	\$108.90	\$124.60
Vehicle expense when client travelling with CCA	\$0.78 p/km		
Basic home maintenance (min 30 min)	\$66.60		
Weeding/Gardening/Yard work (minimum 60 min)	\$66.60		
Service type	<i>The fees below are charged at a per day/occasion rate</i>		
Mowing: <i>Fixed fee based on average time taken to mow by number of workers</i>			
• Rate 1 (minimum rate)		\$66.60 per mow	
• Rate 2 (average 75 minutes)		\$83.25 per mow	
• Rate 3 (average 90 minutes)		\$99.90 per mow	
• Rate 4 (average 105 minutes)		\$116.55 per mow	
• Rate 5 (average 120 minutes)		\$133.20 per mow	
Occupational Therapy initial assessment		\$163.00 per occasion	
Subsequent Occupational Therapy		\$108.90 per occasion	
Mowing: <i>Fixed fee based on average time taken to mow</i>		\$66.60 (minimum)	
Linen service		\$36.30 per delivery	
Full cost morning tea at NECC, Day Centre and Elermore Vale	\$3.00 each	\$11.00	
Full cost main meal & dessert at NECC, Elermore Vale, Day Centre and Centre Based Lunch	\$8.00 each		
Centre based/community activities, outings and group social support/shopping trips – available weekdays (regardless of if inclusive meal and transport)		\$35.70 per day	
Washing, drying and folding client's laundry at our centre (CCA travel time and km to Centre's laundry is extra)		\$15.00 per occasion	

4.7 Appeals Mechanism

All clients and potential clients shall be advised of the process for lodging an appeal if they are unhappy with the level or extent of fees charged.

The client should first contact the Coordinator about their concerns with the fees. If necessary, based on the principles outlined under Capacity to Pay (above), the Coordinator may arrange, or change, the client's ceiling on fees.

The process for appeals regarding a Coordinator's decision is outlined in the Mercy Services Policy E.08 Complaints.

No client will be disadvantaged or penalised as a result of lodging an appeal about the fees charged.

A client's right to appeal is included in the Client's Service Information Booklet/Agreement and will be fully explained at the time of assessment and review.

4.8 Compliance

Compliance with this policy is being measured by:

- a) Quarterly file audit by Manager shows fees at rates consistent with this policy (see C.4 Program Performance and Monitoring Policy).

4.9 Evaluation

The performance indicators for the evaluation of this policy are:

- a) At least 90% positive ratings from Mercy Services' clients in the biennial Satisfaction Survey; and
- b) 90% satisfaction with the quality and completeness of client files found in quarterly file audits over a year.

5.0 REFERENCES

1. Current issues	a) None identified
2. Australian Standards	a) None identified
3. Legislation	a) None identified
4. Professional guidelines	a) None identified
5. Codes of Practice	a) None identified
6. Codes of Ethics	<ul style="list-style-type: none"> a) Australian Association of Social Workers Code of Ethics http://www.aasw.asn.au/document/item/1201 b) Australian Psychological Association Code of Ethics http://www.psychology.org.au/Assets/Files/Code_Ethics_2007.pdf c) The Nursing and Midwifery Board of Australia. Registration Requirements http://www.nursingmidwiferyboard.gov.au/Registration-Standards.aspx d) Integrity in the Service of the Church https://www.catholic.org.au/media-centre/media-releases/cat_view/10-organisations/38-national-committee-for-professional-standards e) Mercy Services Code of Conduct
7. Evidence	<ul style="list-style-type: none"> a) ADHC(2016) Standards in Action https://www.adhc.nsw.gov.au/_data/assets/file/0008/235970/Standards_in_action-Full-April-2016.pdf b) Dept Social Services (2014) Home Care Packages Programme Guidelines

	<p>http://www.dss.gov.au/sites/default/files/documents/07_2014/hcp-guidelines-1july2014_0.pdf</p> <p>c) Dept Social Services (2016) Commonwealth Home Support Programme: Programme Manual https://agedcare.health.gov.au/sites/g/files/net1426f/documents/10_2016/commonwealth-home-support-programme-guidelines.pdf</p>
8. Mercy Services Values	a) Justice, Respect, Care, Unity, Service

6.0 OTHER RELATED POLICIES

- A.01 Mission and Philosophy
- A.03 Code of Conduct (staff and volunteers)
- D.05 Incoming Monies
- D.12 Anti-Fraud & Anti-Corruption
- E.01 Service Guarantee
- E.02 Service Access and Equity
- E.03 Meeting Individual Needs
- E.05 Client Participation, Decision Making & Advocacy
- E.06 Involvement of Families and Friends
- E.08 Complaints
- E.09 Client Records
- E.11 Coordination with other services
- E.17 Privacy Policy

7.0 RELATIONSHIP WITH STANDARDS

Aged Care Accreditation Standards	Home Care Standards	Disability Standards	EQulP Standards
1.1, 1.2, 1.8, 2.1, 2.2, 3.1, 3.2, 3.9, 3.10, 4.1, 4.2	1.4, 1.5, 2.1, 2.2, 2.3, 2.5, 3.1, 3.2, 3.3, 3.4, 3.5	1.1, 1.2, 1.3, 1.4, 1.5, 1.9, 4.1, 4.2, 5.3, 6.3,	1.1.2, 1.1.3, 1.6.1, 1.6.2, 1.6.3,

8.0 DOCUMENT CHANGES RECORD

Dates of change	Section altered	Natures of changes made
01/01/2005	Section 5 Service Delivery Section 6 Client Rights	Policies created to address individual needs
09/02/2010	All sections	Major re-write
25/02/2010	a) 4.2 b) 4.3.p	a) Add Linen Drivers as one of workers who can accept payment of fees b) Add fee amount
25/03/2011	7.0 Relationship to Standards	Replace HACC Standards and CACP Standards with Community Care Common Standards and update to EQulP 5 Standards
09/06/2012	a) 1.0 Introduction b) 3.0 Policy Statement c) 4.2 Ceiling on fees d) 4.3 Payment of fees e) 4.4 Setting fees f) 4.5 Review of fees g) 4.7 Appeals mechanism h) 5.0 References	a) Minor rewording b) Clarifies who decides on fee reductions or exemptions c) New section d) New payment options added e) Amounts and exclusions updated f) New sections g) Abbreviated with reference to complaints policy h) Added 1. Current issues
11/06/2012	a) 4.4 Setting fees	a) Changes to Social Support fees b) Sections added

	b) 4.8 Compliance and 4.9 Evaluation	
27/06/2012	a) 4.4.c Setting fees b) 4.5 Review of fees	a) Community transport fees increased b) Reference made to review of other Mercy Services fees
26/11/2012	All Sections	Organisation name updated
02/04/2013	a) 4.4 Setting fees b) 4.4 a & b Setting fees c) 4.4.b Setting fees – HACC d) 4.4.b Setting fees – Food service and Home maintenance	a) Fees rounded down to the nearest \$0.05. b) Fees changed according to new pension rate c) Lawn mowing fee as close to amount charged by other HACC lawn mowing service. d) New sections
01/07/2014	a) 1.0 Introduction b) 2.0 Purpose c) 4.2 Ceiling on fees d) 4.3 Payment of fees e) 4.4 Setting fees f) 4.4.b Home maintenance g) 7.0 Relationship to Standards	a) Reword – shortening 3 rd paragraph and add 4 th paragraph on private work. b) Reword c) Include that Ceiling reviewed with Care Plan d) Rewording e) Reorder sections. Fees increased. HCP income tested fee explained. Home Maintenance lawn mowing now at a fixed rate. NDIS and Wallsend Carers are new sections. f) Mowing now at a fixed rate based on an estimate of average mowing time. g) Added Aged Care Accreditation Standards
06/10/2014	a) 4.4.c Wallsend Carers	a) Changed to make consistent with similar Mercy Services Social Support and Centre Based Meals services
01/04/2015	a) 4.2 Ceiling on client fees and 4.4.a Home Care Packages	a) Increased amounts according to new pension level
29/06/2015	a) 3.0 Policy Statement b) 4.2 Ceiling on fortnightly HSP fees c) 4.4 d) 4.4.c (new) Home Maintenance e) 4.4.c (old) Wallsend Carers f) 5.0 References, 7 Evidence	a) Update funding department details b) Update monetary amounts c) Update monetary amounts d) Monetary amounts deleted as they are already in 4.4.a and 4.4.f e) Section integrated into 4.4.f f) Update CHSP
28/07/2015	a) 4.2 Ceiling on fortnightly Home Support Program fees and 4.4. b. Home Care Packages b) 4.4.h. Newcastle Elderly Citizens Centre transport fees c) New 4.4i-m	a) Add 12.5% fee option. Add that 1.5% fee option will be abolished in April 2016 b) New section c) Re-ordered due to insertion of new 4.4.h
01/04/2016	a) 4.2 Ceiling on fortnightly HSP fees b) 4.4.a Residential Aged Care Fees c) 4.4.b Home Care Packages d) 4.4.g Other disability and aged care services e) 5.0 References	a) Delete 1.5% ceiling. Adjust ceiling according to current pension b) Update MPIR, DAP and figures calculated from these c) Delete 1.5% ceiling. Adjust fees according to current pension. Changes to the cost of services. d) Adjust fees that are a set percentage of pension. Increase morning tea only fee and

		add discount where morning tea and lunch are purchased. e) Update Evidence
22/06/2016	a) 4.6 Full fee/cost recovery	a) Changed to HCP rate plus approximately 11% (or plus 25% if we supply cleaning equipment and supplies) (all rounded to the nearest \$0.10) and added a table showing the fees.
11/05/2017	a) 2.0 Scope b) 3.0 Policy Statement c) 4.2 Ceiling on fortnightly Home Support Program fees, d) 4.4 Setting Fees a. Residential Aged Care Fees e) 4.4b Home Care Packages f) 4.4g Other disability and Aged Care service fees g) 4.4i Brighton House h) 4.6 Full fee/cost recovery i) 5.0 References	a) Reworded b) Add that only fees on government subsidised services are lower than actual cost of delivering service c) Remove all but 17.5% of pension HSP fee ceiling for new clients. Existing clients to have ceiling reviewed at Care Plan review. Client must apply to CEO for consideration of fee hardship and possible fee ceiling. d) Update MPIR and DAP figures e) Increase costs and fees from 02/06/2017 f) Remove reference to proportion of pension and increase most prices by CPI change community transport to flat fee g) Add Bronte House h) Increase fees and include meals and mowing i) Update Evidence weblinks
Review due 30/06/2018		