

Seniors
Fees & Contribution
Rates
Policy



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Introduction

CatholicCare Diocese of Broken Bay (CatholicCare) is committed to meeting all the provider requirements of the Aged Care Quality & Safety Commission. As such, we have developed a transparent fees and payment system.

Related Standards and Action/s

Standard 1 Action 4.5	The provider implements a system to ensure prices, fees and payments are accurate, and transparent for older people.
Standard 1 Action 4.4	The provider informs the older person of any changes to previously agreed fees and charges and seeks their informed consent to implement these changes before they are made.
Standard 1 Action 4.2	The provider supports older people to understand information provided to them, including any agreement they will be required to enter into, the terms relating to the older person's rights and responsibilities, the care and services to be provided and the fees and other charges to be paid under the agreement.

Reference: New Strengthened Standards

Purpose

This Fee and Contribution Rate Policy aims to ensure that CatholicCare Diocese of Broken Bay complies with Aged Care Quality & Safety Commission concerning price, fee, and payment transparency, accuracy, and fairness. It involves informing seniors about changes to existing fees and seeking informed consent before implementation. The policy also helps seniors understand any agreements they enter, including their rights, responsibilities, provided care and services, and applicable fees.

Scope

This policy applies to all staff involved in the service enquiry and intake process, managing fees or administrating payments from clients in relation to our Seniors Services.

Policy statement

CatholicCare is dedicated to transparency and fairness in setting service fees for seniors. In line with the Aged Care Quality Standards, we will:

- Establish a system to guarantee accurate and transparent prices, fees, and payments for our senior services clients. The My Aged Care Provider portal will provide updated fees.
- Inform clients receiving services subsidised by a Home Care Package or Commonwealth Home Support Program about applicable fees during the enquiry or assessment process.
- Detail fees in the Home Care Agreement and explain them to the client or their representative before finalisation.

- Inform our clients about any changes to previously agreed fees and charges, solicit their feedback, and obtain their informed consent before implementing these changes.
- Promptly address any overcharging and refund clients in our Senior Services.
- Invest revenue generated from client contributions back into the service to ensure its sustainability.

The calculation and indexing of fees will adhere to the guidelines of the Home Care Package and Commonwealth Home Support Program, as well as the Client Contribution Framework issued by the Department of Health and determined by Services Australia.

We follow the National CHSP Client Contribution Framework principle that clients who can afford to contribute to the cost of their care should do so. The set fees will not exceed the cost to provide, manage, and ensure sustainability of the service.

Guiding principles

CatholicCare's commitment is to deliver high quality service for seniors at a cost point that optimises service sustainability and accessibility for service users. We achieve this through:

Clear and Straightforward Fee Structure

CatholicCare's fee structure is designed to be transparent and easy to understand. We clearly outline the components of our fees, including any government subsidies or funding that may be available to offset the cost of care. We provide detailed information on how fees are calculated, any discounts or waivers that may be applicable, and the frequency and method of payment.

Comprehensive Cost Analysis and Market Research

Before setting fees, CatholicCare conducts a thorough cost analysis to understand the expenses associated with delivering our home care services. This analysis includes factors such as staffing costs, administrative expenses, overhead costs, and other direct and indirect costs.

CatholicCare also considers market conditions and industry benchmarks to ensure that our fees remain competitive and in line with the prevailing rates for similar home care services in our region.

Alignment with Individual Circumstances

CatholicCare understands that care needs can vary among clients. Therefore, we evaluate each individual's specific requirements to identify the necessary level of care and support. Our objective is to establish fees and contribution rates that won't interfere with the continuity of care.

12 Monthly Fee Reviews

CatholicCare conducts routine 12 monthly reviews of our fee structure to ensure that it remains fair, reasonable, and reflective of the quality of care and services we provide. Any necessary adjustments to fees are made in accordance with our commitment to transparency and after considering the impact on our clients and their ability to access the care they need.

CatholicCare may, in exceptional circumstances, review fees at an interval of less than 12 months. Any reviews of this nature will be in response to changes in circumstances beyond CatholicCare's control and will only be made in accordance with our commitment to transparency and after considering the impact on our clients and their ability to access the care they need.

Clear Communication Regarding Fees

CatholicCare provides our clients and their families with comprehensive information about our fee structure, including the opportunity to provide feedback before fee's are finalised. We strive to maintain open lines of communication to ensure that our clients fully understand the fees associated with their care. We aim to provide our clients with high-quality care and support while ensuring transparency and fairness in our financial practices.

Support for Clients Experiencing Financial Hardship

Financial hardship will not prevent the provision of services. For Commonwealth Home Support Program clients facing financial hardship, fees may be reduced or waived based on individual circumstances, subject to organisation approval. Likewise, Home Care Package program clients experiencing financial hardship, who are unable to pay fees determined by Services Australia, will receive support from CatholicCare to complete a financial hardship application. Fees not determined by Services Australia may also be reduced or waived based on individual circumstances, subject to organisation approval.

Investment and sustainability of services

The revenue that we generate from client contributions will be strategically utilised to support and maintain the delivery of our ongoing services. This financial support will not only ensure that we can continue to provide our current services without interruption, but it will also give us the ability to expand upon the services that we are currently funded to deliver. This expansion will allow us to reach more clients and offer a wider array of services, thereby enhancing the overall value we bring to our clientele.

Related documents

- [Client Services Charter](#)
- *Seniors Monthly Statements, Claiming and Fee Collection Practice Guidelines*
- *Home Care Agreement*
- *Home Care Price Schedule*

External resources

- [Aged Care Quality Standards](#)
- [Department of Health & Aged Care – National Summary of Home Care Package Prices September 2023](#)
- [Department of Health: National Guide to the CHSP Client Contribution Framework](#)
- [Strengthened Aged Care Quality Standards](#)

Sign off and review

Version	Authorised by	Approved date	Review cycle	Review due
1.0	Chief Financial Officer	25 March 2024	2 years	March 2026

Revision history

Version	Description	Author	Amendment date
1.0	Policy	Manager Services for Seniors/Policy Specialist	6 March 2024