

HOME AND COMMUNITY CARE PROGRAM – FEE INFORMATION SHEET

HACC's Safeguards Policy Guidelines and WA HACC Fee Policy 2014 (summary sheet)

Revenue from client fees will be used for the provision of HACC services in Western Australia.

All information is treated as Private and Confidential.

Capacity to Contribute

- Each client identifies their capacity to contribute towards the cost of the support they receive during their HACC eligibility assessment.
- Clients contribute to fees as per the WA HACC Standard Fees Schedule.
- Clients who are having financial difficulties may apply for a fee reduction and complete a Confidential Client Fee Reduction form.
- A client's financial inability to pay fees cannot be used as a basis for refusing support to people who are assessed as requiring HACC support
- Clients receiving a number of support services from various providers are protected from paying excessive fees by applying a "Fees Cap".
- Meals on Wheels and Community Transport excluded from Fee Reduction.

Payment of Fees

- A detailed account is sent to client's home address or delegated representative where applicable, and payment made to the City of Bayswater Civic Centre through the following options:
 - . Pay by Phone by Visa or Mastercard by telephoning 1300 207 811 Quote your number
 - . Pay via the Internet - follow the prompts to pay account on-line at www.bayswater.wa.gov.au
 - . Pay by BPay - Contact bank or financial institution to arrange payment from account to Biller Code 2667 and payment number
 - . Pay by Mail with cheque or money order to the City of Bayswater PO Box 467 Morley 6943
 - . Pay in Person at City of Bayswater Civic Centre, 61 Broun Avenue Morley, City of Bayswater Information Office, Centre Galleria Morley or The RISE, Eighth Avenue, Maylands.

Exceptions occur for transport and Day Centre based activities where payment is made in cash.

- Clients are entitled to appeal the level of fees they are paying if they have financial difficulties. No client will be disadvantaged or penalised as a result of lodging an appeal.
- If client is unable to pay outstanding fees and all avenues have been explored, the City of Bayswater will decide how to manage the accrued debt. The client will be informed in writing of the decision and will have their right of appeal explained to them.

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 2014 is:

Income	Fee Cap
Level One: Full pensioner or equivalent Pension eligibility income	\$ 64 per week
Level Two: Part pensioner or Equivalent pension eligibility income	\$ 154 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 \$64.00 a week. Likewise the total fees payable or fee cap for a maximum rate pensioner couple living in the one household is also \$64.00 a week.

Meals on Wheels (delivered or centre based) and transport are excluded from the fee cap. Meals are required to be charged to the client at full cost of the meal.

Compensable Clients

Compensation payments intended to cover the cost of community care will be recovered directly by the service provider. Up to the point of settlement, the client would be identified on their capacity according to income level and charged the appropriate fee.

CITY OF BAYSWATER HACC FEES SCHEDULE 2014

SERVICE	LEVEL 1	LEVEL 2
Adult Day Centre - Olive Tree House (including transport)	\$13.00 plus meals	Full cost recovery
Good Companions - Wednesday (including transport)	\$13.00 plus meals	Full cost recovery
Thursday Wanderers (including transport)	\$13.00 plus meals	Full cost recovery
Vagabondi Group (including transport)	\$13.00 plus meals	Full cost recovery
Let's Escape (including transport)	\$13.00 plus movie	Full cost recovery
Bayswater Leisure and Information Service for Younger People with a Disability (BLIS) (including transport)	\$13.00 per service	Full cost recovery
BLIS Saturday Drop-In Centre	\$8.00 per service	Full cost recovery
Home Services	\$8.00 per hour	Full cost recovery
Social Support Shopping	\$8.00 per hour	Full cost recovery
Social Support Visit volunteer	No Fee	No fee
Social Support Pets and Wellbeing (PAWS)	\$8.00 per service	Full cost recovery
Meal Preparation	\$8.00 per hour	Full cost recovery
Transport	\$10.00 return per person CARERS FREE	Full cost recovery
Meals on Wheels	\$8.50 per meal	Full cost of meal
FEE CAP	\$64.00	\$154.00