



Government of **Western Australia**
Department of **Health**

HOME AND COMMUNITY CARE PROGRAM

WA HACC Fees - Frequently Asked Questions by WA HACC Service Providers

July 2013



home and community care

A JOINT COMMONWEALTH AND STATE/TERRITORY PROGRAM
PROVIDING FUNDING AND ASSISTANCE FOR AUSTRALIANS IN NEED

WA HACC FEES – UPDATE JULY 2013

Frequently Asked Questions

Contributing to the cost of HACC support services

The Home and Community Care (HACC) Program provides support to assist frail aged people, younger people with disabilities and their carers to continue living independently in their homes. The Program is jointly funded by the Commonwealth and State/Territory Governments.

The WA HACC Fees Policy is in line with the national fees policy principles.

All income collected through fees is expected to be used by service providers to expand and/or enhance HACC service provision.

The WA HACC Fees Policy provides a fair and consistent approach to ensure that clients’:

- income level is identified (self reported by client)
- capacity to pay is identified
- will only pay a maximum amount per week (fees cap) for support provided
- having financial difficulties can request a fees reduction

Do all clients pay fees?

All clients are expected to pay fees for the support services provided to them.

Who will assess a client’s income?

The client will advise the Regional Assessment Service/service provider of their income level, whether a pensioner or non pensioner.

What is a fees cap?

The fees cap is the maximum amount per week that a client will pay for support that is provided to them by one or more service providers. The fees cap protects clients from paying excessive fees.

Will a client’s capacity to pay a fee be assessed?

All clients receiving HACC support will be required to identify their income level as to whether they are a pensioner or non pensioner, and whether the client lives alone, or is

part of a couple/family/unrelated people living together to establish the fee for service and the fees cap appropriate to them.

If unable to pay the assessed fee, due to financial difficulties, a fee reduction may be negotiated.

Who will establish if a client has the capacity to pay the fees?

In the metropolitan region a Regional Assessment Service will discuss the client's capacity to pay fees according to their income level.

In some country regions service providers will discuss the client's capacity to pay fees according to their income level.

How much will a client pay?

A client is expected to pay a fee for an hour, occasion of service, or transport trip based on an agreed support plan and as outlined in the WA HACC Standard Fees Schedule and based on two income levels, whether a pensioner or non pensioner. A client's weekly fees are capped (the maximum amount a client will pay) regardless of the level of support they receive.

Fees are identified once a client's support plan is completed and prior to commencement of support. If a client has financial difficulty in paying the identified fees they will be required to complete a Confidential Client Fee Reduction Form. If assistance is required to complete the form, the client's representative can complete the form, or the service provider can assist the client.

When will a client find out how much their fees will be?

A client's fees will be identified as part of the development of a client's support plan based on their income, capacity to pay and living arrangements.

Whose income will be used to identify the fees to be paid?

The person receiving the HACC support:

- A client, living with a carer or family, will have their income used.
- An adult or adolescent over the age of 16, with a disability, living with a carer or family, will have his or her income used.
- A couple who are both receiving HACC support will have their joint income assessed. Where only one of the couple is receiving support, their joint income will be used.

What about children under the age of 16?

In a family with a child or children with a disability under the age of 16 the parents' income will be used.

Are there any support services that are not included in the cap?

Meals, transport trips, home modifications and separately HACC funded podiatry services are not included in the cap. There is an expectation that these fees will be paid by the client.

How much will a client pay for a meal?

A client is expected to pay the full cost of the meal whether the meal is delivered to their home, provided at a service provider's centre, or provided as part of a centre based day care program.

What if a client suddenly receives an unexpected bill and is unable to pay their fees?

If there is a particular reason a client cannot afford to pay their fees, this should be discussed with the service provider. A fee reduction can be applied for a short period of time to assist the client in financial difficulties.

What happens if a client cannot afford to contribute anything?

A client will not be refused support because of their inability to contribute to the cost of their care. The client will need to complete a Confidential Client Fee Reduction Form and discuss this with the service provider. Ability to pay fees will be reviewed and date to be reviewed identified in this form.

If a client is receiving support from more than one Service Provider – will they have their capacity to pay assessed by each of the service providers?

A client should advise service providers that they are already receiving support from another service provider to ensure that the fees paid are within the fees cap amount per week for their income level.

What support can carers receive from the HACC Program and will they pay fees?

Carers can receive respite care and counselling/support information and advocacy services from the HACC Program. They will pay a fee for respite care only. If they are eligible in their own right as a HACC client, due to assessed need, they will pay a fee for the support they receive based on their income and living arrangements.

What fee applies when a team provides support with home maintenance?

Fees apply to the hours of assistance provided by the number of people in a team, therefore:

One person for an hour - the fee is	\$8
Two people for an hour - the fee is for 2 hours	\$16
Three people for an hour - the fee is for 3 hours	\$24

What fee applies for transport?

A fee applies for the trip to and the trip back from shopping, the doctors or social event, according to the fees in one of the kilometer ranges in the WA HACC Standard Fees Schedule.