



## POLICY C08 CLIENT FEES

Scope Home Access will ensure that fees charged for government funded and social enterprise services are fair and reasonable and meet any legislative requirements for fair trading and funding body guidelines.

For the purpose of this Policy, the term client fees will be taken to include 'client contributions' where this definition/term is used under certain funded services for Aged Care and Disability.

### 1.0 CLIENT FEES POLICY

#### 1.1 OBJECTIVE OF THIS POLICY

- To define what constitutes client fees within the context of both funded/subsidised services and unfunded, social enterprise service provision.
- To outline the responsibilities of the Board of Directors and senior staff members with respect to setting and reviewing fees and communicating fee changes to clients.
- To describe client responsibilities with respect to the payment for or contributions towards service provision including time-frames for payment.
- To define hardship provision that may result in payment plan frameworks and/or fee reduction.
- To outline the management of outstanding fees.

### 2.0 POLICY

This policy relates to fees for services, materials and consumables provided. Services provided by Scope Home Access fall into two categories:

1. Aged Care – recipients eligible and entitled to subsidised services funded by the Commonwealth under the Commonwealth Home Support Programme (CHSP).
2. Social Enterprise (SE) – our business stream of services to clients who are not eligible under category 1 including services provided under the National Disability Insurance Scheme (NDIS).

### 3.0 DEFINITION OF FEES

Fees are a financial payment for part or all of the elements of service provision including co-ordination, project management, labour, materials and consumables, travel and administration which are not specifically itemised and/or provided for under subsidised funding programs.

- Standard Terms for payment of fees are 14 days from receipt of invoice.
- Standard Payment Plan is a 3 month, interest-free term with instalments paid weekly or fortnightly.
- Extended Payment Plan is a 6 month, interest-free term with instalments paid weekly or fortnightly.
- Hardship Provision Payment Plan is a 12 month, interest-free term with instalments paid weekly or fortnightly where an application for Hardship Provision has been reviewed and



approved by the Chief Financial Officer (CFO) and/or the CEO and/or where relevant, an Appeal Application to the Board of Directors.

- Any variation of the Standard Payment Plan is at the discretion of the organisation and may be subject to a Hardship Provision Payment Plan full application process.

#### 4.0 FEES POLICY PRINCIPLES

Commonwealth funded Aged Care services - Scope Home Access adheres to the Client Contribution Principles defined through the National Guide to the CHSP client contribution framework for Aged Care.

NDIA supported Disability services – Scope Home Access adheres to the most current NDIS Price Guide.

#### 4.1 AGED CARE - CLIENT CONTRIBUTION PRINCIPLES – FUNDED UNDER THE COMMONWEALTH HOME SUPPORT PROGRAM (CHSP)

1. **Consistency:** All clients who can afford to contribute to the cost of their care should do so. Client contributions should not exceed the actual cost of service provision.
2. **Transparency:** Client contribution policies should include information in an accessible format and be publicly available, given to, and explained to, all new and existing clients.
3. **Hardship:** Individual policies should include arrangements for those who are unable to pay the requested contribution.
4. **Reporting:** Grant agreement obligations include a requirement for providers to report the dollar amount collected from client contributions.
5. **Fairness:** The Client Contribution Framework should take into account the client's capacity to pay and should not exceed the actual cost to deliver the services. In administering this, providers need to take into account partnered clients, clients in receipt of compensation payments and bundling of services.
6. **Sustainability:** Revenue from client contributions should be used to support ongoing service delivery and expand the services providers are currently funded to deliver.

#### 5.0 REVIEW OF FEE STRUCTURE

Client fees and service charges are reviewed as required.

#### 6.0 CAPACITY TO PAY – HARDSHIP PROVISION

- Waiving or reduction of fees based on capacity to pay applies to all clients.
- All clients and/or their nominated advocate must be advised of the appeal process, which is described in more detail below.

#### 7.0 PAYMENT OF FEES

Clients will be informed of the fees associated with any service at the time of assessment or prior to construction/installation, as soon as a quote is calculated and available. Clients will be advised of any forthcoming variation to fees, which may affect them.



The estate of a service participant may be charged for fees in arrears.

## 8.0 DEBT MANAGEMENT

Scope Home Access will take reasonable steps to prevent clients from accumulating debts including taking the necessary steps to recover the debt.

### 8.1 OUTSTANDING DEBTS

Before undertaking additional work for clients with outstanding debt, Scope Home Access will take reasonable steps to recover the debt.

The Board of Directors may direct the debt to be sent to an authorised collection agency. The client will be advised in writing of this action.

## 9.0 APPEALS MECHANISM

Where an agreed fee level mechanism for payment plan of fees and/or hardship provision can't be reached through negotiations with either Client Services or Accounts staff, clients will be advised that they may lodge a written appeal with the Board of Directors stating their reasons, with evidence, for further reduction or waiver of fees for a service they have received. The Head of Client Services will support the client to complete an appropriate application form which will be provided to the next Board Meeting for determination.

A client will not be disadvantaged or penalised as a result of lodging an appeal about fees or negotiated payment plan with the Board of Directors, however the determination of the Board of Directors will be final.

## 10. VARIATION TO CLIENT FEE/CONTRIBUTION PAYMENTS

### 10.1 PAYMENT PLAN VARIATIONS

Approval of the Standard Payment Plan **prior to work being carried out:**

- The Head of Client Services, has authority to negotiate a Standard or Extended Payment Plan (interest free) with a client.

Approval of Payment Plans **where work has already been carried out** and where an agreement or contract was signed by a client or their nominated advocate prior to the work commencing:

- All Payment Plan applications made after an agreement or contract has been signed and the work carried out, will be negotiated through the CFO or their duly nominated Accounts Officer.
- The CEO or the CFO may ask for documentation to verify and support any client claims for variation to a Payment Plan. If the negotiation remains unresolved, the matter will be referred to the next meeting of the Board of Directors who will make the final determination on such claims.

### 10.2 FINANCIAL ASSISTANCE

Scope Home Access can provide information on government sanctioned financial supports that may be available to the client but cannot recommend a course of action or any particular program or organisation for financial supports. Scope Home Access staff will not analyse nor determine the most appropriate financial support for the client's personal circumstances.



#### RELATED POLICY:

Policy B02      Grievance Policy  
Policy B04      Access and Equity  
Policy C01      Client Intake, Entry & Exit  
Policy C03      Delivery of Services  
Policy F01      Accounting and Financial Reporting


#### RELATED PROCEDURES:

AD01 Administration  
AD17 Client Fees Matrix  
Client Services Manual  
CS Form 047 Client Information and Service Guide NSW  
CS Form 049 Client Information and Service Guide ACT  
ND Form 013 NDIS Participant Information and Service Guide NSW  
ND Form 014 NDIS Participant Information and Service Guide ACT

#### RELEVANT LEGISLATION AND/OR GOVERNMENT POLICY:

National Guide to the Commonwealth Home Support Program (CHSP) client contribution framework  
Charter of Aged Care Rights  
National Disability Insurance Scheme (NDIS) Price Guide

#### POLICY APPROVAL BY BOARD OF DIRECTORS

<b>Christine Spackman / Chairperson</b>		28/10/22
Print Name/Title	Signature	Date