
Title: Consumer Fees Policy**Division:** Home and Community Care**Approved by:** Chief Executive - Home and Community CareMercy Health
Care first**Purpose**

To outline that Mercy Health Home and Community Care (MH HCC) fees are aligned with the Commonwealth and State Government Fees Policy. This policy provides a consistent framework for the collection of fees in MH HCC funded programs.

This policy aims to introduce a standard approach to determining consumer fees, providing a basis for consistent and transparency in decision making.

Who Must Comply

All MH HCC staff involved in the determining of consumer fees

Policy

All consumers are to be informed of the fees payable for services at the time of enquiry and/or assessment for the service. Fees will be detailed in the consumer's service agreement and explained prior to the service agreement being finalised.

Principles underpinning this policy include:

- Fees are calculated in accordance with the relevant funded program guidelines.
- A consumer's inability to pay will not be used as a basis for refusal of the service.
- Assessment of the consumer's capacity to pay will be simple and unobtrusive, taking into account regard for the consumer's dignity.
- A consumer who is in financial hardship can request MH HCC to reduce the fees or in exceptional circumstances waive the fee, subject to viability.
- The consumer fee is capped and indexed in line with the relevant program funding guidelines.
- All revenue derived from fees is used to purchase services, enhance and/or expand the service.
- Processes for determination and collection of fees takes into account the situation of special needs groups.
- Consumers and their advocates have a right to appeal against a fee determination if they feel it is unfair or not affordable, either at the initial assessment or during the time they are receiving services.

Link with Organisational Values**Compassion:**

- *In articulating an open and inclusive approach to practice, this policy creates a context of **compassion** as fostering a spirit of generosity, kindness and support in being present to the needs of others.*
- *In articulating a kind and supportive approach to practice, this policy fosters **compassion** and a passion to serve those in need.*

Hospitality

- *This policy promotes **hospitality** by fostering a consistent level of customer service*
- *This policy fosters **hospitality** by seeking to provide assistance where needed*

Respect

- *In articulating an open and inclusive approach to practice, this policy fosters **respect** by recognising the uniqueness of individuals and working in a way that retains dignity and **respect**.*
- *This policy promotes **respect** for the dignity of each individual through its emphasis on openness, integrity and justice in our practice.*

Title: Consumer Fees Policy**Division:** Home and Community Care**Approved by:** Chief Executive - Home and Community Care**Stewardship**

- *In articulating a common approach to practice, this policy creates a context of **stewardship** through holding people accountable for the highest standards of performance.*
- *In supporting our staff to lead and make decisions whilst holding in trust the resources and tradition in their care, this policy holds **stewardship** as an important value in fulfilling our mission and in serving those in need.*

Definitions

Term	Definition

Links to Related Documents

- Assessment and Planning Policy

Key Legislation, Acts, Standards & References

- Aged Care Act 1997
- Commonwealth Home Support Programme (CHSP) Client Contribution Framework
- Home Care Packages Program Guidelines
- Home Care Standards - Commonwealth Department of Health & Ageing
- National Program Guidelines for the Home & Community Care Program
- National Respite for Carers Program Manual
- Targeted Community Care (Mental Health) Program
- Veterans' Home Care Guidelines – Department of Veterans Affairs
- Victorian Home and Community Care Program Manual

Keywords

N/A

Version History & Author / Contributors

V.	Date Created (MM/YYYY format)	Section(s) Changed (eg procedure/definitions/references)	Created/Amended by (position title)
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2	23/09/16	Reviewed and amended references	Quality Manager MH HCC