

Information for Clients

Part 1: Information about fees policy

To enable us to determine what fee to charge for the service/s that you receive, you will be required to follow the following steps:

Step 1: Calculate your income.

Step 2: Subtract additional costs of disability or other factors affecting your ability to pay.

Because your financial situation and/or service requirements may change, we will periodically review the fees you are charged. You can ask us at any time to reconsider the fees you are paying.

Step 1: Calculate your income level.

Income levels are based on the definitions and determinations made by Centrelink. Your income level is only one indicator of how much you can afford to pay for services.

Low, medium and high income levels are defined later in this document (see *Part 4: Income Tiers*)

Step 2: Subtract any additional costs of disability or other factors affecting your ability to pay.

Once you have identified your income level, any additional costs of disability or other factors affecting your ability to pay will be subtracted.

The range of disability-related costs or other factors affecting ability to pay are listed below. This list is a guide only; individuals and families may have other costs and related factors that should also be considered.

Additional costs due to disability

- Pharmaceutical or medication costs
- Aids and equipment, including continence products
- Specialist care, for example therapy
- Additional school costs
- Special foods
- Temporary care or respite
- Special clothing
- Utilities (telephone, water, power, gas) where there is higher usage due to a disability; for example, people using pumps overnight do not get a concession on utilities bill
- Medical supplies

Location Related Costs

- Increased property costs where this is related to the additional cost of disability (for example, if you have had to modify your house or move to get access services, or replace carpets and bedding)
- Transport (for example, where due to a disability you are not able to use your own car or public transport)
- Specialist care or related costs, such as accommodation when travelling to another location to see a medical specialist.

Other Similar Factors

- Health or medical insurance, where you pay higher costs due to disability
- The cost of other services, when there is no flexibility in the fee charged
- High accommodation costs for people on low income in private rental, boarding houses or supported residential services. This may also be a factor for low-income households paying rent.

Please talk to your service provider, because fees can be reduced or waived if you experience difficulty in paying. The income self-declaration form enables you to indicate that you wish to be considered for waiver or reduction of fees.

You may be able to get assistance from Centrelink and other services to help meet some of your costs. Ask your Community Health, Primary Health or HACC service provider for information.

Part 2: Income Self-Declaration Form (Template)

Your Name:

Your Address:

.....

Your Telephone Number:

Your Service Provider:

Income Level

Please indicate your income level before tax by ticking the correct box.

	Income level	Income Range	Tick below
Pension	Low		
Health Care Card	Low		
Single	Low	Less than \$33,095	
	Medium	\$33,095 to \$72,915	
	High	More than \$72,915	
Couple	Low	Less than \$50,653	
	Medium	\$50,653 to \$97,475	
	High	More than \$97,475	
Family (with one child)	Low	Less than \$56,187 (plus \$5,533 for each additional child)	
	Medium	\$56,187 to \$102,650 (plus \$5,533 for each additional child)	
	High	More than \$102,650 (plus \$5,533 for each additional child)	

Identifying factors affecting your ability to pay fees for services

Do you have high expenditure in any of these areas?	Tick if yes	Is this short-term or on-going cost?
Pharmaceutical or medication costs		
Aids and equipment, including continence products		
Specialist care		
Additional school costs		
Special foods		
Temporary care or respite		
Special clothing		
Utilities (telephone, water, power, gas) where there is higher usage due to a disability (for example, people using pumps overnight do not get a concession on utilities bill)		
Medical supplies		
Increased property costs where this is related to the additional cost of disability (for example if you have had to modify your house or move to access services, replacing carpets and bedding)		
Transport (for example where due to a disability you are not able to use your own car or public transport)		
Specialist care or related costs (e.g. accommodation and travel costs to see a specialist at another location)		
Health or medical insurance costs due to disability		
The cost of services other than HACC services		
Other (please specify)		

I agree that this information can be used to set fees for the service/s I receive. I acknowledge that the fee I am charged will be reviewed from time to time at my request or at Dianella Community Health's request.

Your Name: _____

Your Signature: _____

Date: _____

Please complete this form, attach your Application for Fee Waiver Form and bring to your next appointment.

Part 3 a: Recommended HACC Fees for Income Levels

Effective from 1 January 2013. The table shows the recommended maximum fee for each HACC activity for each income band.

Service Type	Low Fee (Max) (note 1)	Medium Fee (Max) (note 1)	High Fee (Max) (note 2)
Planned Activity Groups	\$7.10 per day (plus cost of meal if bought from another source)	As for low fee range	\$12.60 (Core) \$17.70 (High) (per hour plus cost of meal if bought from another source)
Allied Health Services (Dietetics, Occupational Therapy, Podiatry, Physiotherapy, Speech Therapy, Counselling)	\$9.30 per consultation	\$14.20 per consultation	\$93.80 per hour
Delivered Meals	\$8.50 per meal	As per low range	Full cost recovery
Domestic Assistance	\$5.70 per hour	\$14.20 per hour	\$30.90 per hour
Property Maintenance	\$11.40 per hour (plus the cost of materials)	\$17.00 per hour (plus the cost of materials)	\$44.90 per hour (plus the cost of materials)
Personal Care	\$4.30 per hour	\$8.50 per hour	\$35.30 per hour
Respite	\$2.80 per hour	\$4.20 per hour	\$31.30 per hour
Nursing (both district & visiting nursing)	\$3.50 per visit	\$30.60 per visit	\$85.90 per hour
Bush Nursing	Subscription	Subscription	Subscription
Linkages	Fee will be based on the relevant HACC activity provided as part of a package. Also refer to the HACC Program Manual.	As for low fee range	As for low fee range

Notes

1. From July 2005, the maximum fee for each activity in each income band has replaced the previous fee range in each income range.
2. The 'High Fee' is set at the current HACC unit price.
3. Fees should be applied pro rata where sessional or part-day services are provided.
4. Fees and income thresholds are indexed annually.

Part 3 b: Recommended Primary Health Fees

Effective from 1 March 2013. The table shows the recommended fee for each activity or population type for each income band.

Activity/Population Type	Policy	Fee Payable		
		Low Income	Medium Income	High Income
Financially dependant children	<ul style="list-style-type: none"> Parents of financially dependant children may be charged if they are not low income 	Nil	\$14.30 per consultation	Full Cost Recovery (FCR)
Health promotion and group activities	<ul style="list-style-type: none"> Agencies may charge a fee for group activities DoH anticipates that many group activities will be free to all attendees 	\$7.10 per session*	\$7.10 per session*	FCR
Community Health Nursing: <ul style="list-style-type: none"> Clinical Nursing 	Chargeable services	\$9.30 per consultation	\$14.20 per consultation	FCR
<ul style="list-style-type: none"> Counselling/Casework Consultations 	No charge for low and medium income counselling	Nil	Nil	FCR
Allied Health Consultations: <ul style="list-style-type: none"> Podiatry Physiotherapy Speech Therapy Dietetics Audiology Occupational Therapy 	Chargeable services	\$9.30 per consultation	\$14.20 per consultation	FCR
Interpreting		Nil	Nil	Nil
Initial Needs Identification		Nil	Nil	Nil
Other Services and Items (such as report writing, court attendance, orthotics, information material, secondary consultations)	<ul style="list-style-type: none"> Where appropriate such service fees may be charged even when associated with a service which does not attract a fee e.g. counselling provided to a low-income person Fees should be levied in a manner consistent with the exemptions and capping provisions included in this policy 	Agency may set fees	Agency may set fees	Agency may set fees

* Recommended fee only

Part 4: Income Tiers

The table below describes the income levels relevant to each of the low, medium and high income tiers for 2013.

Low income range	<ul style="list-style-type: none"> ▪ People receiving a full or part pension. ▪ People with a health care card. ▪ Single people with a before-tax income of under \$33,095. ▪ Couples with a before-tax income of under \$50,653. ▪ Families with one child with a before-tax income of under \$56,187 (plus \$5,533 for each extra dependent child). ▪ Any of the above who face additional costs (due to disability and/or other factors) which reduces their income to this level.
Medium income range	<ul style="list-style-type: none"> ▪ Single people with a before-tax income <i>greater than</i> \$33,095 but <i>less than</i> \$72,915. ▪ Couples with a before-tax income <i>greater than</i> \$50,653 but <i>less than</i> \$97,475. ▪ Families with one child with a before-tax income greater than \$56,187 but less than \$102,650 (plus \$5,533 for each extra dependent child.) ▪ Any of the above who face additional costs (due to disability and/or other factors) which reduces their income to this level.
High income range	<ul style="list-style-type: none"> ▪ Single people with a before-tax income of more than \$72,915. ▪ Couples with a before-tax income of more than \$97,475. ▪ Families with one child with a before-tax income of more than \$102,650 (plus \$5,533 for each extra dependent child).