

## Position Statement

As an approved provider, Auburn Diversity Services Incorporated (ADSi) provides home care packages (HCP) services to people who have approved and available packages (the Consumer).

This Policy is underpinned by the principles of consistency, transparency, hardship, reporting, fairness and sustainability, and in line with the Aged Care Act 1997, Home Care Operations Manual and Quality of Care Principles 2014.

## Scope

This Policy should be implemented together with the ADSi Financial Management Policy at all times, with special focus on fraud prevention and audit.

This Policy applies to the whole HCP service.

## HCP Fee Structure

<b>Based Care</b>	<i>Contribution applicable to every HCP consumer</i>
<b>Income Tested Fee</b>	<i>Additional contribution determined by the Department of Human Services (DHS)</i>
<b>Government Subsidy</b>	<i>Calculated by DHS, after deduction of Base Care &amp; Income Tested Fee</i>
<b>Extra Contribution</b>	<i>Self-funded fee for services</i>

## HCP Service Type/Fee - ADSi \*

	<b>Personal Care</b>	<b>Home Care</b>	<b>In-home Respite</b>	<b>Transport</b>
<b>Standard Hourly</b> Monday - Friday (7am - 8pm)	\$54.00	\$54.00	\$54.00	\$54.00 Plus \$0.78/km
<b>Evening Hourly</b> Monday - Friday (8pm - 12am)	\$67.50	\$67.50	\$67.50	\$67.50 Plus \$0.78/km
<b>Saturday Hourly</b> Flat Rate	\$94.50	\$94.50	\$94.50	\$94.50 Plus \$0.78/km
<b>Sunday Hourly</b> Flat Rate	\$94.50	\$94.50	\$94.50	\$94.50 Plus \$0.78/km
<b>Holiday Hourly Rate</b> Flat Rate	\$94.50	\$94.50	\$94.50	\$94.50 Plus \$0.78/km
<b>Exit Fee</b>	\$450.00			
<b>Travel Cost</b>	\$1 per Kilometre			

\* The above fees are indicative and for illustration purpose only

<b>Personal Care:</b>	<i>Assist in/out of bed, dressing/undressing, shaving, toileting, grooming, food preparation</i>
<b>General Home Care:</b>	<i>Vacuum, mopping, cleaning, shopping, dusting, sweeping, etc.</i>
<b>Respite Care:</b>	<i>In-home respite</i>
<b>Transport:</b>	<i>Medical/appointments, community participation</i>

## **Financial Hardship**

If a consumer has a genuine incapacity to contribute towards the cost of their care, in this case Base Care and Income Tested Fee, a lower fee may be negotiated and ADSi will assist the consumer elsewhere in applying for waiver or sponsorship.

## **Confidentiality**

ADSi will collect and store all personal information in accordance with their obligations under the Privacy Act 1988 and its amendments.

## **Complaints**

All information collected under this Policy must be dealt with fairly, promptly, confidentially and without retribution.

### **Internal**

Consumers (or their representative) are encouraged to raise any concerns with ADSi directly or the use ADSi website via the following links, as per the organisation's procedures on feedback and complaints;

- Feedback: <http://www.adsi.org.au/aboutus/feedback>
- Complaints: <http://www.adsi.org.au/aboutus/complaints>

### **External**

If consumers (or their representatives) consider that they have been inappropriately dealt with and ADSi has not resolved the issue satisfactorily, they should contact the Aged Care Complaints Scheme via Phone 1800 550 552 (a fee call from fixed lines; calls from mobiles may be charged). More information is available on the Internet via link <https://agedcarecomplaints.govspace.gov.au/>

## **Collection, Internal Communications, Records, Audit and Fraud Prevention**

### **Collection**

At the beginning of each month, ADSi

- Collects Base Care and Income Test Fee via Direct Debit from each consumer's nominated credit card
- Provisions Payment Advance from DHS for each client's Government Subsidy under Liability in the Balance Sheet
- Balances accounts for each consumer for the previous month, based on DHS's claim reports

### **Internal Communications**

Service team must notify Finance any circumstance change in relation to each HCP consumer. This may include but not limited to hospital stay, change of level of care, change of Base Care/Income Tested Fee/government Subsidy.

All notifications of such must be in written format and copy to the CEO.

### **Recording**

Every month, finance must

- Keep individualised records for each HCP consumer
- Send invoices to the Service Team to forward to each consumer (Base Care & Income Tested Fee).
- Work with the Service Team to send each consumer monthly statement

### **Audit/Fraud Prevention**

The standard ADSi internal/external audits and fraud prevention procedures apply to this Policy.

## **Review & Continuous Improvement**

The Policy is the initial version. The CEO reviews it during the Policies & Procedures annual review, and will make necessary amendments.