

Senate Community Affairs Committee

ANSWERS TO ESTIMATES QUESTIONS ON NOTICE

HEALTH PORTFOLIO

Budget Estimates 2017 - 2018, 30 May 2017

Ref No: SQ17-000989

OUTCOME: 6 - Ageing and Aged Care

Topic: Home Care Packages - Administration fees

Type of Question: Written Question on Notice

Senator: Polley, Helen

Question:

What is the median and mean value and percentage of total package value of administration and other fees for each level of home care package?

Answer:

This information is not available as the Department of Health does not collect this data.

Under a home care package, providers are able to charge administration and case management costs as agreed with the consumer in the Home Care Agreement. These costs will differ from provider to provider, and cover costs such as insurance, worker's compensation and travel associated with delivering aged care services. The Government does not regulate administrative fees, but expects them to be kept to a minimum so that consumers can receive the care and support they need.

Consumers can also be asked to pay fees (basic daily fee and/or income tested fee), as determined by the Department of Human Services. These fees are also set out in the consumer's Home Care Agreement. Fees that a client has to pay will depend on their personal financial circumstances and also the date when they entered care.

Providers declare their maximum exit amount as a legislative requirement on the service finder with an option to also outline their service delivery costs.

To support consumers to be informed about fees and care, the Department includes a checklist with the Home Care package assignment letter. The checklist encourages consumers to ask providers questions about the cost of care and the time available for care.