

Senate Community Affairs Committee

ANSWERS TO ESTIMATES QUESTIONS ON NOTICE

HEALTH PORTFOLIO

Budget Estimates 2017 - 2018, 29 & 30 May 2017

Ref No: SQ17-000999

OUTCOME: 6 - Ageing and Aged Care

Topic: Home Care Packages - Exit Fees

Type of Question: Written Question on Notice

Senator: Polley, Helen

Question:

What's the maximum exit fee that a client has paid to exit a package?

Answer:

The Department of Health does not have oversight of the specific exit amounts deducted by providers from client' unspent home care package funds. However, there are consumer safeguards in aged care legislation to ensure that the maximum exit amount deducted from a client's unspent home care package funds (when they leave the provider's care) cannot be more than:

- the provider's published exit amount (at the time the Home Care Agreement was entered into);
- the exit amount included in the client's Home Care Agreement; and
- the unspent home care amount remaining in the client's package (so it cannot result in a debt for the client).

The provider must publish their maximum exit fees on the My Aged Care Service Finder.