

Objective:

The purpose of this policy is to provide a clear and transparent framework for the setting of fees and charges in all CODA services, including respite.

Scope:

All CODA services.

Policy Statement:

The principles underpinning the CODA Fees & Charges policy are:

- Residents who are in receipt of government funding in CODA services are expected to contribute towards the cost of their daily living needs in a comparable way to other members of the community.
- Fees should meet a reasonable level of the costs of services provided to residents. Fees charged should not exceed the actual cost of service provision.
- The setting of fees should also enable residents to retain some disposable income to support their participation in the community and pursuit of individual goals.
- The level of fee should reflect the income available to residents, primarily Disability Support pensions, Commonwealth Rent Assistance (where available) and other allowances.
- Fees should be transparent and the services to be provided for the fees must be made clear. CODA will provide information to residents outlining the basis of the fee, coverage of the fee and the process for fee increases.
- Fee collections should be administered efficiently and attempts should be made to minimise the cost of administration.
- The Complaints Policy must be made available to all residents and their family/advocates.
- CODA will not refuse services on the basis of inability to pay, however service recipients claiming incapacity to pay need to demonstrate this through the application of undue financial hardship provisions. CODA provides a process to consider these issues, and it must be communicated to residents, their families or advocates.
- People in possession of compensation will be charged the full cost of service provision to the extent that the financial settlement provides for their disability support.
- The provision of fees should support the achievement of a financially sustainable organisation.

The Victoria Disability Act 2008 contains the following key elements:

1. The Residential Statement, which must be provided to each resident when they commence residing at the residential service including Community Residential Services and Respite Services, must specify the amount of the residential charge and what the residential charge will cover in terms of rent and services.
2. There are two principal components of the residential charge that is defined in the Act: the rent component and the service component. A residential charge may be set on the basis of the rent component or a combination of the two components. The charge is a contribution towards meeting accommodation costs, including other applicable service items provided.
3. The Act provides additional requirements for Community Residential Units in that the rent component of the residential charge can only be increased at intervals of not less than 6 months. Any proposed increases to the residential charge (including both service and rent component) must be accompanied by a notice of increase in the residential charge of not less than 60 days. The

residential charge may be increased without a notice if the increase relates to an additional service item provided at the request of the resident.

4. For Community Residential Units, the Act requires when the service items provided in the services component of the residential charge are reduced, then the residential charge to the resident must be reduced by an amount agreed between the resident and the disability service provider. In instances where agreement cannot be reached either the resident or the disability service provider can apply to VCAT to have the matter determined.

Internal Files/Links:

Client - CP Financial & Legal
Residential Statement
Residential Statement-Respite

CO-Forms
CO-Forms
CO-Forms

Quality Document References:

Client Finance & Asset Management: Policy -(CO) Client Support
Complaints: Policy -(CO) Governance
Financial Hardship: Policy -(CO) Finance and Admin
Financial Management: Policy -(CO) Finance and Admin
Client Finance & Asset Management: Procedure -(CO) Client Support
Complaints: Procedure -(CO) Governance
Financial Record Keeping: Procedure -(CO) Finance and Admin
(Not Issued - In Draft)

References to Standards and Legislation:

LA15dhs: Life Area 15 Disability Services Vic
VDS Standard 8: Service Management

LA15: Paying for Things
8.9.4: Client finances policies & procedures

Other Information:

This policy must be read in conjunction with all other linked documents.

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