

HOME SERVICES SERVICE RECIPIENT FEE POLICY



YellowBridge QLD recognises that service recipient fees pay an important part in our ability to respond to the needs of our service recipients by supplementing the substantial financial contribution for the cost of services made by its funding bodies.

YellowBridge QLD will, therefore, apply the following principles for the setting and charging of fees for service recipients that align with the Commonwealth Home Support Program Contribution Framework.

1. Where appropriate and allowed under service agreements, those service recipients who have the capacity to pay will be charged fees,
2. An inability to pay will not be used as a basis for refusing a service to a service recipient who has been assessed as eligible to receive, and in need of services,
3. Fees will not be charged in respect of services such as information provision or referral to other agencies/service providers,
4. Fees charges for service delivery will be all-inclusive,
5. Fee collection will be undertaken in accordance with the Company's financial administration policies and procedures,
6. Revenue from fees will be used to enhance and/or expand the level and scope of the program and reported to the Department,
7. Service recipients will be informed of any applicable fees prior to the commencement of service delivery, and
8. YellowBridge QLD will have processes in place to ensure consistency, transparency and fairness.

Related Policies

- Service Delivery Policy

Related Procedures

- Home Services Work Instructions

Related Documents

- Client Contribution Calculator

Framework

- Standards 1 & 6 – Human Services Quality Framework
- Standard 1 – Community Care Common Standards
- Standards 4, 5 & 6 – National Regulatory Code Community Housing
- National Standards for Volunteer Involvement
- NDIS Quality & Safeguarding Framework
- Aged Care Quality Standards

ISO 9001:2016 Quality Management Standards

- 4.4 – Quality management system and its processes
- 8.4 – Control of externally provided processes, products and services
- 7.5 – Documented information
- 5 – Leadership
- 6 – Planning
- 9 – Performance evaluation
- 10 - Improvement

Policy Approval Authority

- YellowBridge QLD Ltd Board

Policy Custodian

- Chief Executive Officer