

Accommodation Services Client Fees: Proposed Structure

August 2021

This document is to provide information about the 2021 Client Fees Review and a proposed structure for consultation to people supported by Accommodation Services, their family members, and trusted representatives.

What are Client Fees?

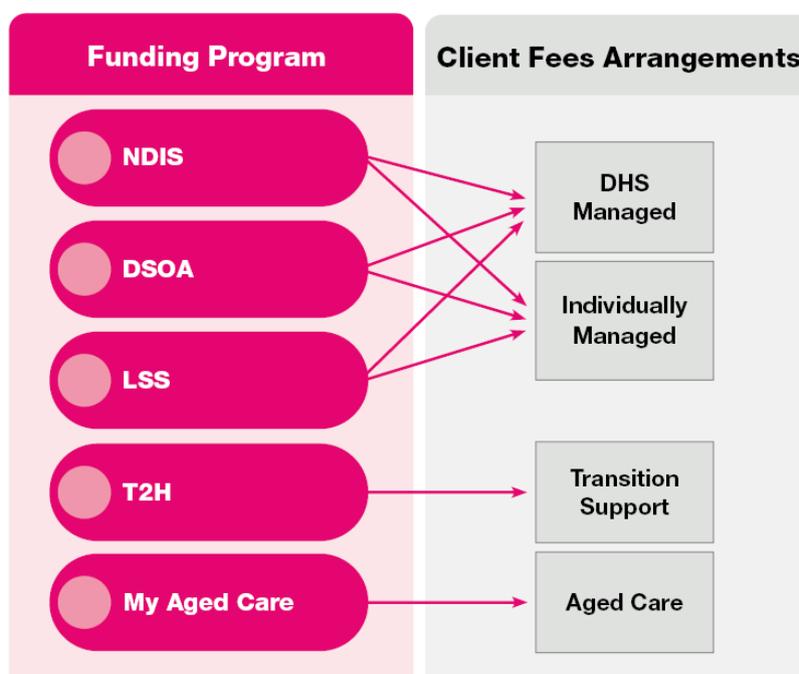
Client Fees are used to pay for everyday living expenses, both items and services, paid for with your money. Likely, through your Disability Support Pension (DSP).

Everyday living expenses include groceries, utilities, communal furniture, whitegoods and general household consumables.

These are expenses that are not covered by the NDIS or other funding programs. It is the responsibility of the individual to cover these expenses and income supports from the Commonwealth Government, like DSP, to allow you to pay for your everyday living expenses.

Different Client Fees arrangements are available depending on the funding program you are a participant in.

The following diagram allows you to see the proposed Client Fees arrangements you will eligible for, based on your funding program:



Purpose of the 2021 Client Fees Review

In 2020, DHS made a commitment to provide state-run disability accommodation services on an on-going basis. There is a need to bring consistency of structures, systems and processes together, including being a fully registered NDIS provider, so that our service is sustainable into the future. Reviewing Client Fees and the way everyday living expenses are organised and paid for is one of those activities.

Currently there are 11 different fees plus individually negotiated arrangements across our service. This means people in our service are paying different amounts for the same everyday living expenses.

Different fee structures are a result of a number of factors including the merger of government disability services (like Julia Farr Services, Strathmont Centre and the Intellectual Disability Services Council) to create Accommodation Services in 2006.

Existing fee arrangements were relevant to a time prior to the introduction of the NDIS in 2016 and changes to aged care funding arrangements, which substantially changed disability and aged care service delivery across Australia.

To date, as the client fee structure has not adapted to the NDIS, changes has been managed by Accommodation Services. There now needs to be a clear update to how people pay for their everyday living expenses.

Proposed new Client Fees structure

The aim of the proposed Client Fees structure is equity and fairness for everyone supported by Accommodation Services. It also makes the way Client Fees are paid for and organised relevant to the disability services and aged care sectors.

Proposed Client Fees Structure

CLIENT FEES	DESCRIPTION	ELIGIBLE PARTICIPANTS
DHS Managed	47.5% of DSP or DSP equivalent is paid to DHS every fortnight and DHS coordinates everyday living expenses, as outlined in the DHS Managed Inclusions table.	NDIS DSOA LSS
Individually Managed	A user pays arrangement where a person will purchase and pay everyday living expenses, including contributing to communal items.	NDIS DSOA LSS
Transition Support	The DHS Managed Client Fee plus rent.	T2H
Aged Care	The Australian Government sets a basic daily fee for everyday living expenses for My Aged Care participants. This fee arrangement is not included within the Accommodation Services Client Fees Review or consultation process.	My Aged Care

Types of Client Fees

DHS Managed

The DHS Managed Fee arrangement is a set percentage of the basic DSP, or equivalent, that is paid to Accommodation Services to cover defined everyday living expenses. The specific living expenses included in this fee type are further outlined in the table DHS Managed Inclusions (below).

The set percentage of the basic DSP for the DHS Managed Fee is proposed as 47.5%.

DHS Managed Inclusions:

Item	Description
Cleaning tools	Mops, brooms, sponges, cloth dusters, microfiber cloths (excluding Enjo products), scrubbing brushes, dust pans, window squeegee
Food (standard)	Fresh fruit and vegetables Meat Pantry and fridge staples Thickener and standard supplements (where not quoted and prescribed by assessment from Allied Health Professional) Special dietary requirements (gluten free, Phenylketonuria (PKU), lactose intolerance etc)
Furniture, soft furnishings and lounge in communal areas	Lounge suite, dining room table and chairs, lounge TV and cabinet, ornament or bookshelf cabinet, coffee table
Garden maintenance	Up to two hours of lawn mowing and pruning services per fortnight per household
General cleaning products	Standard household disinfectant and surface cleaning products, dishwashing liquid, dishwasher tablets, garbage bags, compost bags, furniture polish
Utilities*	A portion of electricity, gas and water
Whitegoods, small appliances and kitchenware	Washing machine, tumble dryer, kettle, fridge/freezer, vacuum cleaner, rubbish bin, compost bin, Robo Coup (high needs clients only), hand mixer, toaster, dinner set, utensils, crockery

*Accommodation Services acknowledge that staff use electricity, gas and water to fulfil their roles within houses. You can recommend ways that Accommodation Services pay for their use of electricity, gas and water during the consultation process.

Expenses that are over and above the DHS Managed inclusions list will need to be funded by you. For example, food over and above the weekly grocery budget set for your house will not be covered by Client Fees. Further examples of communal items and services that are not covered by the DHS Managed Client Fees arrangement and will need to be funded by the individual, can be found in the table DHS Managed Exclusions (over the page).

DHS Managed Exclusions:

Item	Description
Bath towels and accessories	Towels, facecloths, bathmats etc
Bedding	Mattress, ensemble/bed frame, mattress protector, sheet sets, quilt and quilt cover and pillows
Bedroom furniture	Chest of drawers, bedside table(s), free standing wardrobes, lamps, mirrors
Entertainment and sports streaming services	Installation and/or ongoing subscriptions e.g. Foxtel, Netflix, Binge, Stan, Kayo etc
Client owned mobile phone	
Contents insurance for client's personal items	
Garden landscaping and tools	Installation of raised flower/vegetable beds, paving, plants, flowers, soil, stones, mulch, woodchips, handheld gardening tools, powered gardening tools
Holiday costs	
Meals out, takeaways, entertainment fees and personal entertainment items	
Non- <i>program</i> approved items	Client specific Emergency Call System Continence Aids and Consumables Manual handling/mobility equipment and maintenance Supplies for disability related health support needs and/or non-disability supplies Transport
Personal toiletries	Shampoo, conditioner, soap, toothpaste, sanitary products, deodorant, shavers
Personal TV in bedroom	TV, wall mounting, new antenna point installation
Pet supplies and vet	
Pharmaceuticals / Medications	Prescribed and over the counter
Property damage	
Property modification	Non-Specialist Disability Accommodation (SDA) funded
Pura Tap installation and filters	
Rent	
Window and door security	Security doors, window locks, bedroom door lock

Item	Description
Window coverings (all areas) above those provided by the Housing Provider	Curtains, blinds (all types), netting etc

Individually Managed

The Individually Managed arrangement means that you, or a trusted representative on your behalf, manages all your everyday living expenses. This includes groceries and other consumables as well as contractually arranged services like electricity, gas and water.

DHS does not collect any fees from people who select this Client Fee arrangement. However, you will still be supported to undertake meal planning and purchase groceries in the same way that you have done in the past. For contractual service arrangements, like gas, electricity and water, there are a number of options for payment, including setting up automated payments.

Where everyday living expenses are Individually Managed in a house, weekly grocery expenses will be negotiated between household members. If communal furniture or whitegoods need to be replaced, these expenses again need to be directly negotiated by those who reside in a house and/or their trusted representative.

Transition to Home (T2H)

If you are supported by the Accommodation Services T2H program, you will need to participate in the DHS Managed arrangement, plus make a 100% contribution of your Commonwealth Rent Assistance (CRA).

People supported by the T2H program do not have an option to Individually Manage their everyday living expenses.

Special arrangements can be made for those supported by T2H where they are required to continue rental payments while receiving support in this program. Accommodation Services T2H staff can assist with an application to the Director, Accommodation Services, for approval.

Aged Care

The Australian Government defines what everyday living expenses are provided to My Aged Care participants and what an individual pays to an Aged Care service provider for these expenses.

All My Aged Care participants pay a basic daily fee. This fee helps pay for day-to-day services such as meals, cleaning, facilities management and laundry.

This fee is paid directly to Accommodation Services Northgate Aged Care, generally on a fortnightly or monthly basis. The fee applies for every day you are a resident, including days when you might be away overnight – for example, on holiday or in hospital.

The basic daily fee is set at 85% of the single person rate of the basic age pension.

As everyday living expenses for My Aged Care participants are defined by the Australian Government, they are not included within the Accommodation Services Client Fees Review.

Items and services provided by funding programs

Funding program recipients may be eligible for other items and services, not included in this proposed structure. Some examples are included in the table Items potentially available from funding programs. You will need to check with your funding program to assess if you are eligible.

Items potentially available from funding programs:

Item	Description
Food (non-standard, PEG etc)	Quoted and prescribed by assessment from Allied Health Professional <i>(NDIS funding may potentially fund the difference between the standard cost of food and cost of the enteral feed)</i>
Program approved items	Quoted and prescribed by assessment from Nurse or Allied Health Professional, including, but not limited to: <ul style="list-style-type: none"> • Client specific Emergency Call System • Contenance Aids and Consumables • Individualised specialty crockery • Manual handling/mobility equipment and maintenance • Specialised bed • Supplies for disability related health support needs and/or non-disability supplies • Transport • Window and door security
Property modification	Specialist Disability Accommodation (SDA) funded

Items and services provided by DHS

DHS provides several items and services to all people supported by the service, regardless of their funding program or Client Fee arrangement. These items and services are expenses of service delivery, that people supported by Accommodation Services receive at no cost to them.

Items and Services provided by DHS:

Item	Description
Annual tag and testing	High use electrical products
Camera security system	Installation and maintenance (pending outcome of pilot project)
Insurance/replacement for DHS owned items	All items listed in DHS Managed inclusions under: <ul style="list-style-type: none"> • Furniture, soft furnishings and lounge in communal areas • Whitegoods, small appliances and kitchenware
Fire extinguishers, alarms, blankets	Installation and maintenance
Household First Aid kit	Basic first aid supplies
Household telephone	Hand-set and cost of calls

Item	Description
Internet establishment and wireless internet service	Refer to Group Homes Client Internet End User Terms and Conditions
Staff office security	Office door lock, cabinet installation (for medication, cash on premises, keys etc) and locks
Window coverings in staff bedroom and office	Curtains, blinds (all types), netting etc

Consultation process

You are invited to consider the information provided about Client Fees, the review and proposed new structure, ask questions and provide your thoughts and views via the following ways:

- Speak with your relevant Service Coordinator
- Call 1800 952 962 (and press 3)
- Email AccomFeedback@sa.gov.au

This consultation process concludes at close of business on Friday, 17 September 2021.