

DHS Disability Services Client Fees: Information sheet

March 2022

What are Client Fees?

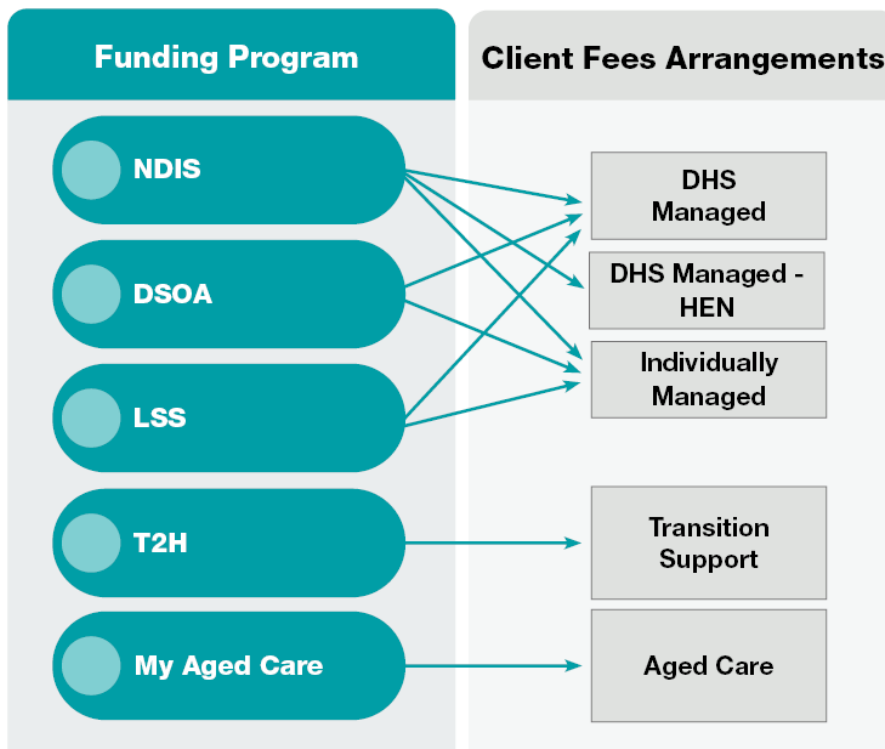
Client Fees are used to pay for everyday living expenses, both items and services, paid for with your money. Likely, through your Disability Support Pension (DSP).

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. Income supports from the Commonwealth Government, like DSP, support 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 Client Fees arrangements you are eligible for, based on your funding program:



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 DHS Disability Services to cover defined everyday living expenses. The specific living expenses included in this fee type are further outlined in the *DHS Disability Services Client Fees Schedule – DHS Managed Inclusions*.

DHS will collect a set percentage of the basic DSP of 47.5% plus 100% of the Energy Supplement.

Expenses that are over and above the DHS Managed *included items and services* 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 (i.e. take away food).

Examples of 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 *DHS Disability Services Client Fees Schedule – Items and services not covered by DHS Managed arrangement*.

DHS Managed - Home Enteral Nutrition (HEN) clients

The NDIS fund HEN formula and products for clients as part of their NDIS plan.

Clients who require HEN formula and products, do not require everyday food items so the percentage of the basic DSP for the DHS Managed Fee is reduced to 27.5%.

The DHS Managed – HEN fee option, is only available where all costs associated with HEN formula and products are met by the NDIS.

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 the purchase of 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 Support

If you are supported by the DHS Disability Services' Transition to Home (T2H) program, you will need to participate in the DHS Managed arrangement. You will also pay 25% of your base DSP, in addition to the DHS Managed fee, to cover accommodation costs.

People supported by the T2H program do not have an option to Individually Manage their everyday living expenses. This is because of the specialist nature of this program's service delivery.

Special arrangements can be made for those supported by T2H experiencing financial hardship. This needs to be agreed to prior to admission into the program. To confidentially discuss your circumstances, contact the Manager, Transition to Home and Intake, Tarik on 0401 124 780.

Aged Care

The Australian Government defines what everyday living expenses are provided to *My Aged Care* participants and the amount an individual pays to an Aged Care service provider for these expenses. These fees are determined after the completion of the Aged Care Asset Assessment has been completed and submitted to Centrelink.

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 DHS Disability 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.

Utilities

Use of electricity, gas and water by DHS Disability Services staff is necessary to provide *Supported Independent Living* services to clients in their home. This includes staff being in a home on overnight stays. As an everyday living expense, utilities are the responsibility of the client to cover.