

## INFORMATION REGARDING ADMINISTRATION FEE AND BASIC COORDINATION FEE

### Administration Fee

The administration fee covers the cost of managing your Home Care Package. These costs include the following:

1. **Capital (set up) Costs** – associated with setting up and/or updating offices and equipment. This includes buildings, vehicles, phone and computer systems
2. **Operating Costs** – the daily costs of running our business. These include utilities, purchase of office supplies, postage, internet and phone bills.
3. **Providing Information** – updating information about the services we provide on our website and government websites, producing brochures and information handouts. Telephone conversations and face to face meetings we have with you when you are considering if we are the right company to entrust your package to.
4. **Accounting and governance cost** – the costs associated with paying invoices, scheduling services, producing monthly budgets and statement of account, writing and managing contracts with a subcontractor on your behalf.
5. **Accountability Costs** – associated with the reporting we are required to do to the government as part of the funding agreement. This includes financial audits.
6. **Quality Improvement** – costs associated with improving our service using a quality system to undertake research and surveys, analyse and evaluate to implement appropriate improvements.
7. **Compliance cost** – includes workplaces health and safety, industry and government standards and work place standards.
8. **Associated Package Costs** – Includes the payment of invoices, provision of monthly statements, scheduling of services by OneCare staff and preferred suppliers (please see note 1)

*Note 1- The Provider maintains a standard list of Preferred Providers from which the Consumer may choose for the delivery of specific services (e.g. Physiotherapy), should the Consumer wishes to choose a service provider that is not on that list, additional coordination costs will be involved in order to maintain appropriate quality and statutory requirements, for example Police Checks are obtained and examined to protect Consumer safety.*

### **Basic Coordination Fee**

The basic coordination fee ensures that we can provide 1 Annual Assessment and 3 quarterly (3 month) reviews. These assessments are an essential component of our quality program allowing us to monitor the care needs of the client and develop and adjust care plans as those care needs change. The basic coordination fee covers the actual meeting with a coordinator and nurse (when required), preparation and amendment to the care plan as a result of the review and assessment and all associated administrative tasks. Please note that the quarterly reviews may be conducted by telephone and the nursing review and assessment are only conducted when a clinical need is identified.

### **Additional Coordination Costs**

Coordination services additional to Assessment and Quarterly Reviews will be charged at the rate published in the schedule of fees; the list below is aimed at providing some examples of additional coordination costs and is not extensive.

- Case Management
- Liaising with other programmes, providers, medical practitioners etc.
- Conducting required checks for new suppliers (not on the preferred supplier list)
- Additional reviews as required
- Supplies and Services – Once off
- Supplies and Services - Repeats
  - To simplify the administrative component of coordination costs the following standard rates will apply.
    - Ordering supplies (e.g. continence aids)- 0.2 hours
    - Ordering services from previously used suppliers – 0.2 hours

Please note- your coordinator will advise if fees will be applicable before conducting the services for you, this does not apply to "Supplies and Services – Repeats".

OneCare respects the rights of the consumer to self- manage their care requirements if they so desire. It is important however to understand that use of package funds for the purchase of goods and services have legal limitations detailed in the *Quality of Care Principles 2014*. Purchases made by the client that do not satisfy the requirements of these principles cannot be reimbursed from their Home Care Package. Similarly, the package balance cannot be a negative amount unless approval is previously obtained. We therefore strongly recommend that prior to purchasing new goods and services "types" approval is gained from a OneCare coordinator prior to purchase, additionally, if doubt exist regarding funds available in the package we strongly suggest seeking clarification, no charge will be made for these approvals and clarification.

In general, for security purposes, reimbursements will only be made electronically to the consumer's bank account, banking details will be required.

Requests for reimbursement must be made on a OneCare reimbursement form, invoices/receipts are required. Reimbursement forms are available from our Home Care office, copies can be provided by hand, mail or email.

Costs associated with payment of invoices or reimbursements are included in your administration fee.