

## **FEE FOR SERVICE INFORMATION**

Caulfield Community Health Service (CCHS) provides a comprehensive range of health services to assist our community to improve and maintain its health. Services are delivered at our centre, within the community and in clients' homes. All community health services are required to generate a component of income via a fair and transparent fee for service process.

### **What are fees for service?**

A fee for service is a financial contribution payable by a client which in part meets the cost of the health care service received.

### **Why are fees for service charged?**

The federal and state governments provide the majority of funding towards the operation of community health services. National and state guidelines have been developed which require community health services to implement a fair and consistent approach to client contributions towards the cost of services provided. Income generated from client fees is used to provide additional health care services for the local community.

### **Do all clients pay fees?**

The majority of clients accessing community health services are expected to pay a fee that contributes to the cost of the services provided for them. Exemptions from fee for service are provided for people from Aboriginal or Torres Strait Islander backgrounds, those who are homeless or at risk of homelessness, young people accessing outreach services, people from low and middle incomes accessing casework, and people from low incomes accessing paediatric services.

### **How much is the fee for service?**

The fee for service payable by the client is dependent upon the client's income level. Clients will be asked to self declare as high, medium or low income at the time of referral processing. The high, medium and low fee for the relevant services will be explained to the client at the time of referral processing.

### **What if the fee is not affordable?**

CCHS is committed to ensuring no client is disadvantaged based on inability to pay a fee for service. A Fee Adjustment Application Form may be completed to identify any areas of higher than usual expense experienced by the client. A completed form may be provided to an administration/reception staff member at the time of first centre-based appointment or to the health professional at the time of first home-based appointment. For more urgent consideration of fee adjustment a client/carer/advocate may make phone contact with an administration/reception staff member. The fee adjustment application may result in a percentage reduction of the standard fee for service.

### **What is a 'fees cap'?**

A fees cap prevents a client from paying for more than three services provided by Caulfield Community Health Service per week. Fee capping is available for individual allied health and nursing services.

### **Will fees be reviewed or changed in the future?**

Income level categories and fee levels will be indexed annually. A fee may be reassessed if a client's financial circumstances change or at the request of the client.

### **What is the process for feedback or appeals?**

CCHS welcomes all forms of feedback and is committed to timely resolution of any grievance. Communication can take place face to face, in written form or by phone (contact details below).

### **Can I find out more information?**

For further details regarding fee for service at CCHS please contact us by email [cchs@cgmc.org.au](mailto:cchs@cgmc.org.au) or phone 9076 6666.