



# Income Tested Fee (ITF) Information for Care Recipients

*Information sheet for Home  
Care Package (HCP) recipients.*

## **Understanding the Income Tested Fee (ITF)**

The ITF is an additional contribution that some individuals may need to pay for their Home Care Package. It is determined through an Income and Means Assessment completed by Services Australia.

## **Calculating the ITF:**

The ITF is calculated based on your income, including assets, shares, bonds, foreign and domestic, as well as received pension. Full pensioners and those with income below the respective cap based on their situation are exempt from paying the ITF. Please know that your Home Care Program (HCP) provider is not able to complete any amendments to your ITF, please ensure to contact Services Australia if you believe you are being charged incorrectly.

## **Non-Participation in the Income and Means Assessment:**

- Care recipients who do not participate in the Income and Means Assessment may be charged the maximum daily ITF amount.

## **Incorrect Assessment Concerns:**

- If you believe you have been incorrectly assessed, contact Services Australia at 1800 227 475 to discuss your options. Only Services Australia has the authority to adjust the ITF amount.

## **Notification and Communication:**

- You will typically receive notification from Services Australia regarding the requirement to pay the ITF.
- If unsure, contact Services Australia on 1800 227 475 or visit [www.servicesaustralia.gov.au](http://www.servicesaustralia.gov.au) for more information.

## Billing and Payment Options:

- Trilogy Care offers flexible payment options for the ITF. You will receive a monthly invoice and can select your preferred payment method.

## Consequences of Non-Payment:

- Non-payments can result in a Letter of Demand. A Letter of Demand indicates a formal request for ITF payment. Address it promptly or discuss alternative arrangements with Trilogy Care.
- Defaulting on your ITF payments could result in termination of your Home Care Agreement and referral to a debt collection agency. It's crucial to communicate any financial challenges you may face with your provider and Services Australia to explore potential solutions.

## Changes to ITF:

- If Services Australia notifies you about a change in your ITF, inform Trilogy Care promptly and provide a copy of the fee change details.
- Services Australia will also notify Trilogy Care directly about any alterations in your ITF.

## Switching HCP Providers:

- If you switch HCP providers, discuss the transition with both providers to avoid complications.
- Any outstanding ITF should be settled prior to the end date.

## Financial Hardship Assistance and Additional Assistance:

- If facing financial difficulties, speak with Services Australia to explore potential solutions.
- Contact Trilogy Care's ITF team on 1300 459 190 to inform about potential delays in payment.
- Care recipients who commenced their HCP on or after 1 July 2014 may be eligible for assistance. Contact 1800 227 475 for details.
- Other organisations like Good Shepherd offer interest-free loans up to \$2000 for paying ITFs.

## Difference Between ITF and Basic Daily Fee:

- ITF is based on individual income assessments, while the Basic Daily Fee is a set government fee calculated as a percentage of the single basic age pension. Trilogy Care does not charge the Basic Daily fee.

## Leave of Absence:

- For Hospital and Transitional Care Leave, the ITF is payable at the full rate for the first 28 consecutive days.
- For Social and Respite Leave, the ITF is payable at the full rate for the initial 28 cumulative days.

## Useful Resources:

Services Australia - [Fee Calculation](#)

Health.gov.au - [Temporary Leave Information](#)

Good Shepherd - [NILS](#)

**Note:** Always consult with relevant authorities such as Services Australia and My Aged Care for the most accurate and personalised information regarding the Income Tested Fee.

