



Huon Regional Care CHSP Fee Policy

*This document contains a lot of information, but please don't worry!
If you have any questions at all please give us a call on 1800 23 56 89
- we would be happy to talk you through it!*

The Commonwealth Home Support Programme (CHSP) is one consolidating programme providing entry-level home support for older people who need assistance to keep living independently. This Fee Policy has been created to provide a standard framework (promoting equality) for Huon Regional Care to collect a contribution towards client care. The framework allows for a flexible approach on a client basis that also considers financial hardship. The fee schedule is subject to change.

Practice Outcomes:

Consistency: All clients who can afford to contribute to the cost of their care should do so. Client contributions should not exceed the actual cost of service provision.

Transparency: Client contribution policies should include information in an accessible format and be publicly available, given to, and explained to, all new and existing clients.

Reporting: Grant agreement obligations including a requirement for providers to report the dollar amount collected from client contributions.

Fairness: The Client Contribution Framework should take into account the client's capacity to pay and should not exceed the actual cost to deliver the services. In administering this, providers need to take into account partnered clients, clients in receipt of compensation payments and bundling of services.

Sustainability: Revenue from client contributions should be used to support ongoing service delivery and expand the services providers are currently funded to deliver.

Access:

All clients are briefed on Huon Regional Care's CHSP Fee Policy prior to service delivery. Clients will be given at least 30 days' notice of any changes to the Fees Schedule and or Fee Policy.

No clients will be refused support if they are unable to pay fees.

In assessing, setting and charging fees, Huon Regional Care at all times respects the rights of clients and carers.

Invoicing and Payment Methods:

Clients will be invoiced monthly. Payment options include Direct Debit, Credit Card or Electronic Transfer (Direct Deposit) on a monthly basis and in arrears.

Our Responsibility to the Client:

- ✓ We will ensure that fees are determined in a way that is transparent, accessible and fair.
- ✓ We will provide invoices and statements that are clear and in a format that is understandable.
- ✓ We will review fees on request when there are changes to financial circumstances.
- ✓ We will not deny care and services because of an inability to pay fees.

Clients have a responsibility to:

- ✓ Pay any fees as agreed or arrange for an alternative with Huon Regional Care if any changes occur to their financial circumstances.
- ✓ Provide enough information for Huon Regional Care to determine an appropriate level of fee.

Huon Regional Care will apply the CHSP Client Contribution Framework Principles:

Payment of fees that contribute to the cost of CHSP support is only sought from clients who have the capacity to pay.

Our Fees will not exceed the actual costs of service provision.

Clients who do not have the capacity to pay will have their fee reduced. A Hardship Application Form is to be completed and approved by Huon Regional Care to determine the reduced fee. The agreed fee is to be included in the Service Plan.

If the client's financial situation changes, the client should contact Huon Regional Care and arrange for a review of the agreed fees.

The client must inform Huon Regional Care if they have received (or are receiving) a compensation payment, which is intended to cover some or all of the costs of home

based care. Huon Regional Care will then assess if the full if the full cost of the service/s is applicable.

Where a service benefits two CHSP clients, only one client will be asked to contribute. For example, Domestic Assistance provided to a couple for one hour; only one client will be charged for the hour service.

Where client transport is provided as part of the service, any tolls and parking fees are the responsibility of the client.

Huon Regional Care's Fee Policy is made publicly available. It is accessible in electronic and hard copy, and is explained to all new and existing clients.

Non-Payment of Fees:

If a client fails to make payments and is in arrears of over 30 days of the due date without prior arrangement, Huon Regional Care will contact the client to discuss the reasons for non-payment.

If a client is not paying the required fee, Huon Regional Care will review their ability to pay. Depending on the circumstances, a number of fee options may be considered, including the client paying the outstanding amount in instalments or reducing it.

All reasonable attempts will be made by Huon Regional Care to arrive at a mutually agreed fee with the client. The client will be made aware of their right to appeal any decision, and use the services of an advocate.

If the client still fails to pay the agreed outstanding amount, a written reminder will be issued, requesting payment within 30 days. Once all avenues have been explored, Huon Regional Care's Management will decide how to manage the debt. If ability to pay is not an issue, the organisation may notify the person that services will be withdrawn. If payment is still not made within a total of 45 days of the original due date, services can be ceased at the discretion of Huon Regional Care. The client will be informed in writing of Huon Regional Care's decision and will have their right of appeal explained to them.

Cancellations:

When a service is cancelled with less than 24 hours prior notice, 100% of the fee will apply. We will not charge a cancellation fee if more than 24 hours' notice is given.

Huon Regional Care CHSP Contributions

Fact Sheet

Huon Regional Care provides the following services as part of the Commonwealth Home Support Programme (CHSP)

- ✓ Allied Health and Therapy Services
- ✓ Home Maintenance
- ✓ Meals
- ✓ Social Support – Individual
- ✓ Social Support – Group
- ✓ Transport
- ✓ Flexible Respite (which includes)
 - In-home day respite
 - In-home overnight respite
 - Community access – individual respite
 - Host family day respite
 - Host family overnight respite
 - Mobile respite
 - Other Planned Respite

CHSP Services, along with many other aged care services, are subsidised by the Australian Government. However there is a requirement that CHSP providers such as Huon Regional Care work towards collecting client contributions for the services they provide.

Our fee schedule is set out below. Clients will not be denied services because they are unable to make a contribution.

Allied Health and Therapy Services
Contribution \$10

Home Maintenance and Gardening
Contribution \$5 per hour

Meals
Contribution \$5

Social Support – Individual
Contribution \$5 per hour

Social Support – Group
Contribution dependant on activity

Transport Contribution (per one way trip)

Up to 20km	\$5.00
20 to 40km	\$10.00
40 to 60kms	\$15.00
60 to 100kms	\$20.00

N.B. Maximum contribution for a return trip is \$25.

Flexible Respite
Contribution \$5 per hour
N.B. Maximum contribution \$25 per day



Huon Regional Care CHSP Flexible Respite

Fact Sheet

Huon Regional Care provides the Flexible Respite as part of the Commonwealth Home Support Programme (CHSP).

Respite care can support you and your carer with a break for a short period of time. This gives carers the chance to get to everyday activities or go on a planned break. Types of respite care include:

In-home respite involves one of our carers coming into your home so that your carer can go out for a few hours. They may also take you for an outing for a few hours while your carer has a break. This type of respite is available during the day or overnight. Overnight respite requires specific assessment and approval.

Community access respite provides activities and outings to give you a sense of independence and some social interaction, while giving your carer a break. This may be provided to you individually or as part of a group.

Costs:

The Australian Government subsidises a range of aged care services in Australia. You are expected to contribute to the cost of your care if you can afford to.

For Flexible Respite, the contribution is \$5 per hour.

N.B. Maximum Contribution is \$25 per day.

Clients will not be denied services because they are unable to make a contribution.

When a service is cancelled with less than 24 hours prior notice, 100% of the fee will apply. If more than 24 hours prior notice is given, no fee will be charged.

You do not need an income assessment to access CHSP services and your age pension will not be affected by your contributions to the cost of your services.

Visit the My Aged Care page at <https://www.myagedcare.gov.au> for further information.