



CHSP Contribution Fact Sheet

The Commonwealth Home Support Programme (CHSP) provides entry-level home support for older people who need assistance to keep living independently. This factsheet 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.

Client Contribution Principles

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.

Hardship: Individual policies should include arrangements for those who are unable to pay the requested contribution.

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 Arrangements

Clients will be invoiced monthly. Payments are to be made via monthly direct debit and in arrears. Selected Social Support Group activities are payable on the day of the activity however the clients will be notified if this is the case.

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.

Access

- ✓ 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.

HRC applies the following principles to its pricing arrangements

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. Any hardship experienced should be discussed with HRC.

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 cost of the service/s is applicable.

Where a service benefit is to 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 Contribution 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 Contributions

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 contribution, 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 contribution with the client. The client will be made aware of their right to appeal any decision, and use the services of an advocate.

Cancellations

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