



Huon Regional Care CHSP Fee Policy

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.