



Commonwealth Home Support Program (CHSP) Fee Policy

1. Purpose

- 1.1 The Commonwealth Home Support Program ('CHSP') is a program providing entry-level home support for older people who need assistance to keep living independently.
- 1.2 This Fee Policy has been created to provide a standard framework for Support at Home Allied Health (hereinafter referred to as 'SAHAH') to collect a contribution towards client care. The framework allows for a flexible approach on a per client basis that also considers financial hardship.
- 1.3 The fee schedule is subject to change.

2. Practice Outcomes

- 2.1 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.
- 2.2 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.
- 2.3 Hardship: Individual policies should include arrangements for those who are unable to pay the requested contribution.
- 2.4 Reporting: Grant agreement obligations include a requirement for providers to report the dollar amount collected from client contributions.
- 2.5 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.
- 2.6 Sustainability: Revenue from client contributions should be used to support ongoing service delivery and expand the services providers are currently funded to deliver.



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3. Access

- 3.1 All clients are briefed on SAHAH'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.
- 3.2 No client will be refused support if they are unable to pay fees.

4. Invoicing and Payment Methods

- 4.1 Clients will be invoiced following the completion of service with payment to be made within 14 days of date of issue.
- 4.2 Payment options include Bank Transfer or Electronic Transfer or Credit Card Payment by telephone.

5. Our Responsibility to the Client

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

6. Clients have a responsibility to

- 6.1 Pay any fees as agreed or arrange for an alternative with SAHAH if any changes occur to their financial circumstances.



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7. SAHAH will apply the CHSP Client Contribution Framework principles:

- 7.1 Payment of fees that contribute to the cost of CHSP support is only sought from clients who have the capacity to pay.
- 7.2 Our fees will not exceed the actual costs of service provision.
- 7.3 Clients who do not have the capacity to pay may have their fee reduced by agreement with SAHAH.
- 7.4 If the client's financial situation changes, the client should contact SAHAH and arrange for a review of the agreed fees.
- 7.5 SAHAH's CHSP Fee Policy is made publicly available. It is accessible in electronic and hard copy and is explained to all new and existing clients.

8. Non-Payment of Fees

- 8.1 If a client fails to make payments and is in arrears of over 14 days of the due date without prior arrangement, SAHAH will contact the client to discuss the reasons for non-payment.
- 8.2 If a client is not paying the required fee, we will review their ability to pay. Depending on the circumstances, a number of fee payment options may be considered, including the client paying the outstanding amount in instalments or reducing it.
- 8.3 All reasonable attempts will be made by SAHAH 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.
- 8.4 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, SAHAH 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 SAHAH.



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9. Review and Updates

- 9.1 This policy will be reviewed annually or as necessary to ensure it remains current with CHSP guidelines.
- 9.2 Updates to the policy will be communicated to all relevant stakeholders.

Jessica Morris
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