Commonwealth Home Support Programme
Client Contribution Policy

The *Commonwealth Home Support Programme* (CHSP) is an Australian Government programme that assists older people to stay independent and in their homes and communities for longer.

The cost of CHSP services and support is partly funded by a government subsidy. However, to maximise the number and value of services received, Clients are asked to contribute to the cost of the delivery of services.

Under the CHSP, service providers are required to have a documented and publicly available Client Contribution Policy in place that aligns to the CHSP Client Contribution Framework and balances the following objectives:

- To move towards national fairness and consistency in client contributions
- To improve the sustainability of the CHSP
- To provide appropriate safeguard for financially disadvantaged clients

CHSP Client Contribution Principles Summary:

• **Consistency:** All clients who have the capacity and can afford to pay a contribution towards their care are required to do so, but this will not exceed the actual cost of service provision.

• **Transparency:** Care Connect's Client Contribution Policy is publicly available, and can be explained to all new or existing clients.

• **Hardship:** We recognise that some people are in genuine financial hardship and may be unable to pay the contribution due to circumstances beyond their control; in which case the contribution level can be adjusted. If your financial circumstances change, you can request a review of your contribution at any time. The inability to pay will not exclude a person from the CHSP.

• **Reporting:** All dollar amounts collected from client contributions/ fees will be reported as program income under the grant obligations

• **Fairness:** Consideration will be taken into account as to the client's capacity to pay and will not exceed the actual cost to deliver the services.

• **Sustainability:** Revenue from client contributions is used to support ongoing service delivery and expand the services that we currently deliver.

Contribution:

The CHSP Client Contribution is a voluntary contribution in accordance with the CHSP Client Contribution Framework which can be accessed here:

appendix_f_-_guide_to_the_national_chsp_client_contribution_framework_final.docx (live.com)

All information obtained about a clients income and expenses when determining the contribution will be treated as private and confidential.

Care Connect's client contribution is $15 dollars per hour of service (1 July 2020). Any client contribution adjustments will be reviewed and reassessed on a 12-monthly basis.

Invoicing and payment of contribution:

Unless otherwise agreed, contributions payable under this Agreement are required to be made via direct debit or credit card authority. Care Connect requests that clients provide a completed direct debit or credit card authority.

Deductions will be made at the beginning of each calendar month. If a payment date falls due on a public holiday, payment will occur on the next working day.

Clients must not cancel or suspend the direct debit or credit card authority, unless alternate payment arrangements, acceptable to us, are made.

If within any month you believe there may be insufficient funds in the nominated account, you must notify us immediately to avoid bank charges and make alternate payment arrangements.

Non-Payment of Fees:

Any money due by you to us under this Agreement, which is not paid by the due date, will attract interest at the rate fixed under the Aged Care Act 1997, unless we expressly waive the payment of interest in writing.

Any client who is identified as being in arrears of at least 30 of days of the due date, without prior arrangement, will be contacted by Care Connect to explore the reasons for non-payment. If the client is unable to pay the outstanding contribution amount, Care Connect will review their ability to pay.

Depending on the circumstances, a number of options may be considered and all reasonable attempts to negotiate with the client will be made to arrive at a mutually agreed contribution. All clients have the right to utilise Care Connect's complaints process to appeal against a given contribution arrangement.

If a client still fails to pay the agreed outstanding contribution amount, a reminder will be issued, requesting payment within 14 days. Once all avenues have been explored and a client's ability to pay is not an issue, Care Connect will notify the client that services will be withdrawn.

If payment is still not made within a total of 74 days of the original due date, services can be ceased at the discretion of Care Connect. The client will be informed in writing of Care Connect's decision.