

CHSP Contributions Policy

1. Policy Statement

The Commonwealth Home Support Programme (CHSP) is one consolidated 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 Belong at Home to collect a contribution towards client care. The framework allows for a flexible approach on a per client basis that also considers financial hardship. The fee schedule is subject to change.

2. 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.

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

Reporting: Grant agreement obligations include 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, we 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.

3. Access

- All clients are briefed on Belong at Home's CHSP Fee Contribution Guide prior to service delivery. Clients will be given at least 14 days' notice of any changes to the Fees Schedule and or Fee Contribution Guide.
- No client will be refused support if they are deemed unable to pay fees.
- In assessing, setting and charging fees, Belong at Home at all times respects the rights of clients and carers.

4. Invoicing and Payment Method

- Clients will be invoiced monthly.
- Payments must be made using Direct Debit on a monthly basis only. Payments will be processed on the 15th of the month or next business day, in arrears.

5. 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.

Policy developed:	Finance Manager	Policy No: FINPOL013
Approved by:	EMT	Version: 2.1
Reviewed Date:	September 2025	Review Date: September 2027

6. Clients have a responsibility to:

- Pay any fees as agreed or arrange for an alternative with Belong at Home if any changes occur to their financial circumstances.
- Provide enough information for Belong at Home to determine an appropriate level of fee if a reduction or waiver is requested.
- Provide more than 2 business days' notice to cancel services or the std contribution fee will be charged.

7. How we 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 Corporate to determine the reduced fee. The agreed fee is to be included in the Service Plan. The fee waivers are time limited and reviewed at least 6 monthly.
- If the client's financial situation changes, the client should contact Belong at Home and arrange for a review of the agreed fees.
- The client must inform Belong at Home 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. Belong at Home will then assess 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, any parking fees are the responsibility of the client.
- This 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

- If the client fails to respond to payment reminders and payment is still not made within a total of 30 days of the original due date, non-essential services can be ceased at the discretion of Belong at Home. The client will be informed in writing of Belong at Home's decision and will have their right of appeal explained to them.
- Essential services (i.e. Meals, Personal Care and Medication Prompt) will not be ceased without consultation with and approval from the CEO and ensuring client needs are alternatively met.
- If a client is not paying the required fee, Belong at Home 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.
- All reasonable attempts will be made by Belong at Home 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, and all avenues have been explored, Belong at Home's Finance Manager 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 and the debt referred to a debt collection agency.

Policy developed:	Finance Manager	Policy No: FINPOL013
Approved by:	EMT	Version: 2.1
Reviewed Date:	September 2025	Review Date: September 2027