

# CHSP Fee Policy

## Policy

Myassista believes in being your family support. As such we recognise not all families are the same and this CHSP Fee policy has been developed to provide a framework to collect a contribution towards client care and allow a flexible approach for everyone in the event the client considers financial hardship. This policy has been developed inline with The Commonwealth Home Support Programme (CHSP) and the 2020-2022 CHSP Program Manual.

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.

## Related Documents

2020-2022 CHSP Program Manual  
Hardship Application  
Service Agreement  
Invoice

## Client Contribution Framework 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 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, 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.

## **Procedure and Application**

### **Consistency**

Upon the initial consultation with a client, they will be provided with a copy of the CHSP Fee Policy with explanation and individual assessment conducted to determine contribution requirements suitable to their situation.

Client contributions will not exceed the actual cost of the service provisions.

All agreed contribution arrangements will be documented in the service agreement.

### **Transparency**

All policies relating to the provision of CHSP services will be provided either electronically or in hard copies to clients, their carers and/or support network as agreed/required and explained to new and existing clients.

### **Hardship**

If a client demonstrates indicators of financial hardship and believe contributing towards the services will impact them negatively, or they are unable to afford the client contribution, a **Hardship Application** for a fee waiver will be requested to be completed with a final determination advised to the client prior to the provision of services being confirmed.

No client will be refused support if they are unable to make any contribution towards the provision of services.

### **Reporting**

Myassista will report the dollar amount collected from client contributions as part of our annual financial reporting requirements.

### **Fairness**

When a service benefits two CHSP clients, only one will be asked to contribute. This is relevant where services are provided to partnered clients. Where both individuals are CHSP clients they will not be asked to contribute separately for the same service.

Should a client access more than one service, flexibility will be considered in the contribution agreements. Where multiple services are provided, consideration may be appropriate to “bundle” the contribution fees to ensure the client is not burdened financially.

### **Sustainability**

Revenue from client contributions will be used to support ongoing service delivery and expand the services providers are currently funded to deliver.

## Invoicing and Payment Methods

Clients will be invoiced monthly in arrears by direct deposit.

## 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, Myassista will contact the client to discuss the reasons for non-payment.

If a client is not paying the required fee, Myassista 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.

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, Myassista Director 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 Myassista. The client will be informed in writing of Myassista's decision and will have their right of appeal explained to them.

Version	Date	Author	Rationale
1	June 2021	Cedar Tegan	Written to meet CHSP Program Grant requirements.