



## CHSP Fees Policy

### Kirinari CHSP Fee Policy

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 Kirinari to collect a contribution towards customer care. The framework allows for a flexible approach on a per customer basis that also considers financial hardship. The fee schedule is subject to change.

Customers assessed as being eligible for services under the Commonwealth Home Support Program (CHSP) are eligible to receive services at a subsidised rate. This assists in keeping fees reasonable and affordable.

You are expected to contribute to the cost of your service if you can afford to as per the schedule set below:

SERVICE DESCRIPTION	CUSTOMER CONTRIBUTION
Allied Health & Therapy	\$25.00 per service
CHSP Personal Care	\$10.00 per hour
CHSP Transport	\$8.00 per service
Flexible Respite <sup>†</sup>	\$12.00 per service
Home Maintenance*	\$15.00 - \$45.00
Home Modifications	Quoted per job
Nursing	\$15.00 per hour
Centre Based Half Day Without Lunch	\$10.00 per service
Centre Based Half Day With Lunch Included	\$15.00 per service
Centre Based Full Day With Lunch Included	\$20.00 per service
Domestic Assistance	\$10.00 per hour
Social Support Individual	\$15.00 per service
Social Support Group	\$20.00 per service
Other Food Services	\$10.00

\*Listed prices are starting rates and may vary based on the service's complexity. The final price will be discussed with you before the service is delivered. <sup>†</sup>Applies for services up to four hours. A quote will be provided for services beyond four hours.

### Invoicing And Payment Methods

- Customers will be invoiced monthly.
- Payment options include Direct Debit, Credit Card or Electronic Transfer (Direct Deposit) on a monthly basis and in arrears.

### Practice Outcomes

- Consistency: All customers who can afford to contribute to the cost of their care should do so. Customer contributions should not exceed the actual cost of service provision.
- Transparency: Customer contribution policies should include information in an accessible format and be publicly available, given to, and explained to, all new and existing customers.
- 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 customer contributions.
- Fairness: The Customer Contribution Framework should take into account the customer'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 customers, customers in receipt of compensation payments and bundling of services.
- Sustainability: Revenue from customer contributions should be used to support ongoing service delivery and expand the services providers are currently funded to deliver.

### Access

- All customers are briefed on Kirinari's CHSP Fee Policy prior to service delivery. Customers will be given at least 30 days notice of any changes to the Fees Schedule and / or Fee Policy.
- No customer will be refused support if they are unable to pay fees.
- In assessing, setting and charging fees, Kirinari at all times respects the rights of customers and carers.



## CHSP Fees Policy continued

### Customers Have A Responsibility To

- Pay any fees as agreed or arrange for an alternative with Kirinari if any changes occur to their financial circumstances.
- Provide enough information for Kirinari to determine an appropriate level of fee.

### Kirinari will apply the CHSP Customer Contribution Framework Principles

- Payment of fees that contribute to the cost of CHSP support is only sought from customers who have the capacity to pay.
- Our fees will not exceed the actual costs of service provision.
- Customers who do not have the capacity to pay will have their fee reduced. A Hardship Application form is to be completed and approved to determine the reduced fee. The agreed fee is to be included in the Service Plan.
- If the customer's financial situation changes, the customer should contact Kirinari and arrange for a review of the agreed fees.
- The customer must inform Kirinari 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. Kirinari will then assess if the full cost of the service/s is applicable.
- Where a service benefits two CHSP customers, only one customer will be asked to contribute. For example, Domestic Assistance provided to a couple; only one customer will be charged for the service.
- Where customer transport is provided as part of the service, any tolls and parking fees are the responsibility of the customer.
- Kirinari's Fee Policy is made publicly available. It is accessible in electronic and hard copy, and is explained to all new and existing customers.
- When attending an outing, customers are responsible for covering their own meal and admission costs.

### Our Responsibility To The Customer

- 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.

### Non-Payment Of Fees

- If a customer fails to make payments and is in arrears of over 30 days of the due date without prior arrangement, Kirinari will contact the customer to discuss the reasons for non-payment.
- If a customer is not paying the required fee, Kirinari will review their ability to pay. Depending on the circumstances, a number of fee payment options may be considered, including the customer paying the outstanding amount in instalments or reducing it.
- All reasonable attempts will be made by Kirinari to arrive at a mutually agreed fee with the customer. The customer will be made aware of their right to appeal any decision, and use the services of an advocate.
- If the customer 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, Kirinari's Corporate 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. 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 Kirinari. The customer will be informed in writing of Kirinari's decision and will have their right of appeal explained to them.