

## 1. Purpose

This document shows how Commonwealth Home Support Program (CHSP) contribution fees are set and managed. Our goal is to apply fees in a consistent, clear, and fair manner, in line with relevant guidelines and regulations.

We encourage everyone who is able to contribute towards their care to do so. We want you to understand your rights and feel assured about the contributions you pay.

This document explains how you can get help if you have difficulty paying your contributions. It also tells you about cancellation fees that may apply.

## 2. Application

This policy applies to our clients (you), carers, and registered supporters.

## 3. Principles

Our policy and processes are based on the Australian Government's National CHSP Client Contribution Framework principles: consistency, transparency, hardship, reporting, fairness and sustainability.

## 4. Contribution and fee determination

We review the costs of providing services at least once a year. Government funding helps subsidise CHSP services for those with the greatest needs. Client contributions cover the remaining costs to deliver community-based health and aged care services to you.

If you would like to know more about the costs to deliver care, you can obtain a copy of our most recent audited accounts from our website.

We review service delivery costs before setting our contributions and fees. We also check our fees are fair by considering factors such as changes in the cost of goods and services and overall affordability.

We will notify you in writing about any contribution and fee changes at least two weeks before the change takes effect.

## 5. Client contributions

You will be asked to contribute to the cost of your CHSP services, but only if you can afford it. You need to agree to any contributions before your services start. These details will be explained in your service agreement (a written document between you and Bolton Clarke).

Your service agreement will outline what services you will receive, how much you will pay, and our shared rights and responsibilities.

You will be given a copy of the agreement for your records, making sure everything is clear and transparent from the start.

## 5.1 Means Testing and Hardship

Bolton Clarke charges a contribution for each CHSP service we provide. Contributions may be different for each person. This depends on the type of services you receive, where you live, and your ability to pay.

We are committed to providing high quality care for everyone. The quality of your care will not be impacted by your ability to pay for it.

We will talk to you about your contributions every year and anytime you ask. If you are worried about paying your contributions, please let us know. You can ask for a review of your contributions at any time. This may be before you sign your service agreement or if your circumstances change.

We can help you to complete our CHSP Financial Hardship Form so we can better understand your financial situation. This makes sure everyone is treated fairly. The form includes questions about your income, expenses, any government pensions you receive, and concession cards you hold.

If you provide this information, we may be able to lower your contributions or even pause them for up to 12 months.

If you choose not to complete the form, we will not be able to adjust your contributions to suit your situation. In this case, you will need to agree to our standard contributions before your services start.

We are here to help and will explain any decisions in writing, so you have all the information you need.

## 6. Cancellation fees

We understand that plans can change. Please tell us at least two business days before your appointment if you need to cancel your appointment.

Please make sure you are home for your appointment, and that our staff can access your property (or the appointment's location). Unless there has been an emergency, cancellation fees will be charged. The cancellation fee could be the same as your usual service contribution.

We appreciate your understanding and are here to help if you have any questions. If you'd like to get in touch, please contact us on 1300 22 11 22.