



CHSP CLIENT CONTRIBUTION POLICY

The District Nurses (TDN), as part of a consistent approach to the provision of home care services, charge client contributions for Commonwealth Home Support Program services. TDN aims to ensure that our services are affordable and accessible. This policy outlines the approach that TDN take when applying client contributions to services provided under the Commonwealth Home Support Program (CHSP).

Client Contribution Principles

Consistent with the National Framework for application of CHSP client contribution fees, the following principles apply:

1. **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.
2. **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.
3. **Hardship:** Individual policies should include arrangements for those who are unable to pay the requested contribution.
4. **Reporting:** Grant agreement obligations include a requirement for service providers to report the dollar amount collected from client contributions.
5. **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, service providers need to take into account partnered clients, clients in receipt of compensation payments and bundling of services.
6. **Sustainability:** Revenue from client contributions should be used to support ongoing service delivery and expand the services providers are currently funded to deliver

Invoicing of CHSP Fees

Invoices will be issued in the first half of the month following the month of service. CHSP consumers have a responsibility to:

- Pay any fees as agreed or arrange for an alternative agreement if any changes occur to their financial circumstances.
- Be open and transparent if making requests for a review of fees

Non-payment of CHSP Fees

Clients will be sent reminders for unpaid invoices. If an account remains unpaid, after reminders have been sent for overdue accounts, and ability to pay is not an issue, TDN may notify the person that services will be withdrawn.

If payment is still outstanding, services may be ceased after consultation with the CEO. The client will be informed in writing of TDN's decision and will have their right of appeal explained.

Where clients can demonstrate financial hardship, TDN will assess a consumer's eligibility for a fee reduction through a formal process.



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Schedule for Pension & Health Care Card Holders

CHSP Nursing, Personal Care, Wellness Programs (SASI) & Gardening Services	Per visit*
MON – FRI	\$8.00
SAT/SUN (Nursing only)	\$8.00
PUBLIC HOLIDAYS (Nursing only)	\$8.00
CHSP Domestic Assistance MON – FRI	\$10.00
Travel	TBA

*Multiple visits per week are capped at \$25.00

3.5 Schedule for Non-Pension & Non Health Care Card Holders

CHSP/HACC Nursing, Personal Care, Domestic Assistance, Wellness Programs (SASI) & Gardening Services	Per visit*
MON – FRI	\$20.00
SAT/SUN (Nursing only)	\$20.00
PUBLIC HOLIDAYS (Nursing only)	\$20.00
ADDITIONAL VISITS PER WEEK	\$10.00
Travel	TBA

*Multiple visits per week are capped at \$30.00