CHSP: A GUIDE TO FEES AND CHARGES

VERSION 24.6

PACS

Premium Aged & Community Services

CHSP Services

PACS is committed to providing clients with the highest quality care and services. We provide a dedicated Care Manager to support and assist you in navigating all aspects of your CHSP services. This includes:

- Completing care plan assessments, reviews and adjustments in the comfort of your home
- Assist you in accessing available services
- Discussing and coordinating your services
- A dedicated phone support team you can call 24/7, to assist with your aged care questions
- Helping you continue the activities you enjoy by developing practical support plans that meet your goals and a real focus on reablement
- Visiting and contacting you regularly, to discuss if your care is meeting your needs
- Coordinating your dedicated team of trained professionals.

Your PACS Care Manager ensures your home care is always at the highest quality, reducing stress or worry for you, your family and friends.

Commonwealth Home Support Program (CHSP) Price Guide

Our Fees
Use the below table as a guide to what your CHSP services might cost. Our coordinators can assist you with the details and tailor the best program for your needs.

We operate in the NSW New England Region

Get in Touch
Monday to Friday, 9am – 5pm
1300 826 219
After Hours
0427 119 527
reception@premiumacs.com.au
www.premiumacs.com.au

Our Services		Rates
Personal Care	Showering | Dressing | Grooming	$12.50 per hour – Minimum 1hr
Domestic Assistance	Cleaning | Laundry | Meal Prep Shopping	$12.50 per hour – Minimum 1hr
Flexible Respite	Respite | Social Support	$12.50 per hour – Minimum 1hr

Terms and Conditions

- 24 hours' notice is required to cancel services to avoid being charged.
- If you're unwell, please call the Office or Afterhours Number - we can arrange a waiver for the day.
- Fees are updated on 1st July every year. We will give you 4 weeks notice of this increase.
- If you are experiencing financial difficulties, please speak to our friendly team who can explain our payment options.

Fees and Charges Policy

Payment Options

You can choose to receive your monthly statements and invoices via mail or email. Fees paid by direct debit will be charged on a monthly basis.

Taking a break

If you need to go to hospital or are taking a holiday, just let us know and we can temporarily put your services on hold at no charge.

We're always here to help

Its important to us that you receive the right services for your needs. Please remember you can speak with us at any time to discuss making changes to your services.

Purpose

The purpose of this policy is to provide transparencies to our clients around their contributions for their Commonwealth Home Support Program (CHSP). Our goal as a provider of CHSP services, is to ensure that those who can afford to contribute to the cost of their services are able to do so, while protecting those most vulnerable.

The objective of this policy are to:

- Move towards a consistent approach in client contributions.
- Improve the sustainability of CHSP Services.
- Provide appropriate safeguards for financially disadvantaged clients.

Scope

The scope of this policy is aimed towards PACS Community Care client's who receive our CHSP services.

Compliance

As a provider of CHSP services, PACS is required to have a documented and available contribution policy that aligns to the National Guide to the CHSP client contribution framework. This policy is available for all staff and clients associated with CHSP.

Policy Principles

Client contribution policies for the provision of CHSP services should incorporate the principles below:

- **Consistency**
  The Australian Government subsidises the CHSP. It is a requirement that all clients, who can afford to, contribute to the cost of their services.

- **Sustainability**
  As the CHSP is subsidised, PACS is required to advertise and seek a contribution from clients. This ensures that the program is financially sustainable.

  The revenue that is received from client contributions is utilised to support the ongoing service delivery. It allows PACS to expand the client services that we are funded to deliver.

- **Fairness**
  The policy will consider the following when discussing contributions/co-payments to client service delivery.

- **Financial Hardship**
  There will be times when clients are unable to contribute to their service delivery and they will not be disadvantaged if they are unable to afford the service.

  If a client is approved for a reduction or waiver in their contribution, the decision will be reviewed on an annual basis – in line with the care plan and service agreement.

- **Reporting**
  It is a requirement of PACS to report the dollar amount collected from client contributions received for CHSP services.

Other Considerations

Multiple service access (Bundling)

Clients who access multiple service types of CHSP funding are required to contribute to each of those. For example, if a client receives domestic assistance, flexible respite, and social support group services, they are required to contribute to each of those.

Client contribution changes

PACS client contributions are reviewed annually. The client contribution is reviewed within the *National Guide to the CHSP Client contribution Framework.* This allows PACS to ensure that the 'reasonable' client contribution that is set falls in line with the national standards.

If there is a change in client contributions, PACS will notify the client in writing and provide a minimum of 4 weeks' notice of the changes. Staff will speak with clients regarding the changes and utilise the *CHSP Financial Hardship Application form* if indicated.

Non-payment of client contribution

If a client fails to make payments, it is important for our staff to reach out to them. Staff will consider the following when speaking with clients:

- Understand their rationale for underpayment – is there an acute financial hardship taking place for the client?
- Discuss mutually agreed options for clients to get on top of their missed payments. This could be in the form of payment plans.
- If required, reassess their client contribution with the *CHSP Financial Hardship Procedure* and determine whether there has been a fundamental shift in the client's ability to contribute, and then a financial hardship application may need to be placed.

Legislation and Standards

- Commonwealth Home Support Program Manual 2023
- Financial Hardship Application Form

Related Policy Documents and references

- Commonwealth Home Support Program Financial Hardship Procedure – Home and Community Care
- Financial Hardship Application Form