
Procedure

CHSP Client Contribution

Blackall Range Care Group Ltd. (BRCG Ltd.) is committed to promoting equity and sustainability through a nationally consistent fees framework in the provision of Commonwealth Home Support Services. BRCG Ltd. adheres to the principles-based approach to the charging, collecting and reporting of client contributions, ensuring those who can afford to contribute to the cost of their care do so, whilst protecting those most vulnerable.

Contribution Principles

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 procedure should include information in an accessible format and be publicly available, given to, and explained to, all new and existing clients.
3. **Hardship:** The procedure will include arrangements for those who are unable to pay the requested contribution.
4. **Reporting:** BRCG Ltd. will report the dollar amount collected from client contributions.
5. **Fairness:** The procedure will take into account the client's capacity to pay and should not exceed the actual cost to deliver the services. In administering this, BRCG Ltd. will take into account partnered clients, clients in receipt of compensation payments and bundling of services.
6. **Sustainability:** Revenue from client contributions will be used to support ongoing service delivery and expand the services we are currently funded to deliver.

Client Contribution Arrangements

- All clients are informed of and given a copy of our CHSP Client Contribution Procedure in discussions about their Service Plan and prior to service delivery. Information can be provided in an accessible format on request.
- Clients have the responsibility to pay fees promptly.
- Our preferred method of payment of fees is by direct debit on a fortnightly/ monthly basis after receipt of services.
- Fees may vary across services and regions taking account of local requirements.
- Client contribution rates will be reviewed annually. Clients will be given at least one month's notice of any changes to the Fees Schedule.
- BRCG Ltd. will aim to collect a minimum of 15% of the organisation's grant revenue for these services.
- Persons requesting service will be asked whether the contribution will pose a difficulty for them.
- No client will be refused services because of an inability to pay fees. In this situation, a reduced fee will be negotiated and documented in the Client Care Plan.
- People receiving services will be encouraged to contact staff at any time if they experience difficulties with meeting the costs of services.
- People receiving services and/ or their advocates have the right to utilise BRCG Ltd.'s feedback process to appeal against a given client contribution arrangement.
- Clients are required to provide 24 hours' notice for service cancellation, otherwise the full fee will be charged.

Non-Payment of Fees

- If a client is identified as being in arrears of at least thirty days of the due date without prior arrangement, we will contact them and/or their advocate to explore the reasons for non-payment.
- Depending on the circumstances, fee payment options may be considered.
- All reasonable attempts to negotiate will be made to arrive at a mutually agreed arrangement.
- If the ability to pay is not an issue, and payment is still not made, services may be ceased at our discretion.
- The client will be informed in writing of the decision and will have their right of appeal explained to them.