

COMMONWEALTH HOME SUPPORT PROGRAM (CHSP) FEES POLICY

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1. PREAMBLE

The City of Holdfast Bay (Council) has a responsibility to effectively manage the administration of the grant funded Commonwealth Home Support Programme (CHSP) and the South Australian Home and Community Care Programme (SA HACC), including safeguarding the financial sustainability of the programmes and ensuring equity in the establishment, implementation and reporting of fees and charges associated with the programmes.

1.1 Background

This policy represents the Council's commitment to meeting its obligations in accordance with the terms and conditions of the CHSP and SA HACC service agreements, ensuring fairness and consistency in the way in which fees are established, managed and reported.

1.2 Purpose

The purpose of this policy is to provide a transparent, consistent and sustainable fees model that meets the contractual obligations of the funding grant for fees to equal a minimum of 15% of the total grant, whilst remaining cognisant of the socio-economic status of residents accessing services, including the provision of safeguards for those who are financially disadvantaged.

1.3 Scope

This policy relates to the grant funded Commonwealth Home Support Programme (CHSP) and the South Australian Home and Community Care (SA HACC) Programme and applies to eligible residents of the City of Holdfast Bay, and staff, volunteers and contractors associated with the delivery of services under these programmes.

1.4 Definitions

Commonwealth Home Support Programme (CHSP) is a Commonwealth funded grant that enables the provision of subsidised entry level support services to residents aged 65 and older (or 50 and older if Aboriginal or Torres Strait Islander).

South Australian Home and Community Care (SA HACC) Programme refers to the State funded grant that enables provision of subsidised basic maintenance and

support services to residents under the age of 65 who live with a moderate, severe or profound disability.

National Guide to the Commonwealth Home Support Programme (CHSP) Client Contribution Framework (October 2015) is contained within the Commonwealth Home Support Programme Manual 2015 and outlines financial requirements for the delivery and management of the CHSP.

Client refers to residents of the City of Holdfast Bay who are deemed eligible to access services under the terms and conditions of the grant agreements.

Eligible resident refers to local residents of Holdfast Bay who have been assessed and approved as eligible for a grant funded service, based on need for services that are within the scope of the funded programmes and the specific guidelines established by Council for services.

Eligible residents include:

- People aged 65 years or over (50 years or over if Aboriginal or Torres Strait Islander) deemed eligible to receive a CHSP subsidised service.
- People under 65 years living with a disability, in receipt of a Disability Support Pension and deemed eligible to receive an SA HACC subsidised service.
- Passengers of the Community Bus service who are transport disadvantaged.
- Residents seeking to complement their Home Care Package
- Other residents approved for a specific service as per the scope and guidelines of that service.

Client Contribution, 'fees' and 'client fees' are used interchangeably and refer to resident co-payments.

Resident Co-payments refer to the agreed payment for services that residents will pay for specific services.

Non-subsidised service relates to the full cost to deliver grant funded CHSP or SA HACC services.

Subsidised service relates to reduced cost services made possible through grant funding provided by the CHSP or SA Home and Community Care Programmes.

Financial hardship refers to circumstances affecting a resident's capacity to pay the prescribed co-payment for services due to financial burden associated with medical and pharmaceutical costs, other support and care costs, cost of living pressures, outstanding debts, health status and any other identified contributing factors.

1.5 Strategic Reference

Community: Building a healthy, active and resilient community
Community: Providing welcoming and accessible facilities
Community: Fostering an engaged and contributing community

Culture: Providing customer-centred services
Culture: Enabling high performance
Culture: Being financially accountable
Culture: Supporting excellent, efficient operations

2. PRINCIPLES

Council is committed to ensuring the efficient and effective management of CHSP and SA HACC funding grants in line with the established terms and conditions of the associated service agreements.

The Council recognises its legislative and contractual obligations in relation to the establishment, implementation and reporting of resident co-payments and applies the following principles-based approach as outlined in the National Guide to the CHSP Client Contribution Framework.

2.1 Consistency:

The fees model is tiered, ensuring that residents with similar levels of income are charged equivalent fees for comparable services.

- 2.1.1 Fees are reasonable and do not exceed the actual cost of service provision.
- 2.1.2 All services attract fees which are set based on the unit cost to provide the service, the cost of materials and additional costs incurred to meet WHS or statutory requirements.
- 2.1.3 Some services attract an hourly co-payment for labour, plus the cost of materials needed to provide the service.
- 2.1.4 Some services offer a subsidy to offset some of the cost to provide the service.
- 2.1.5 Services provided by volunteers attract a lower co-payment.
- 2.1.6 All staff, volunteers and contractors who deliver the service are responsible for the collection of agreed co-payments from residents.
- 2.1.7 Payment for services will be in accordance with established methods of collection for each service and may be in cash, by cheque or via electronic funds transfer.
- 2.1.8 The required method of payment is clearly explained to residents at the time the service is arranged.
- 2.1.9 Where a resident is unable to make a payment via any of the available payment methods, an invoice will be sent to the resident and will incur an administration fee.

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- 2.1.10 Where a resident has diminished capacity, recovery of fees is arranged through liaising with the appointed advocate or next of kin.
 - 2.1.11 Where a scheduled appointment for a service is missed for no good reason, a missed visit fee equivalent to the hourly cost to provide the service is charged to the resident.
 - 2.1.12 Where a resident in receipt of packaged care requests a service, the full cost of the service applies and is recovered from the package provider.
 - 2.1.13 Where a resident in receipt of compensation payments requests a service, the full cost of the service applies.
- 2.2 Fairness:
- 2.2.1 Due consideration is given to individual financial circumstances, ensuring that resident co-payments are determined based on each individual's capacity to pay.
 - 2.2.2 Services are not refused due to a resident's inability to make a co-payment.
 - 2.2.3 The highest subsidies are given to residents on the lowest income.
 - 2.2.4 Residents who are able to pay the full cost for services are required to do so.
 - 2.2.5 Co-payments are determined only in whole dollar amounts to ensure consistency and convenience.
 - 2.2.6 Co-payments will be collected solely from the person in whose name the service is provided or in the case of diminished capacity, through liaison with their advocate or next of kin.
 - 2.2.7 Where multiple services are provided concurrently, it may be appropriate to bundle the co-payment amounts to ensure that the combined cost is not prohibitive.
 - 2.2.8 Residents are given an opportunity to review their co-payment arrangements formally each year upon the anniversary of their registration via the annual review process. This does not preclude a re-negotiation of fees at any other time upon request.
 - 2.2.9 Residents receiving services and/or their advocates have the right to appeal against an established resident co-payment arrangement using the City of Holdfast Bay's Customer Feedback and Complaints Policy.
- 2.3 Transparency:
- 2.3.1 Fees and charges are adopted by Council each year and the Schedule of Fees and Charges published on council website.

- 2.3.2 Information regarding the fees structure is provided to all residents accessing services and/or their advocates.
 - 2.3.3 Fees vary across specific service types and are clearly explained at the time a service is requested.
 - 2.3.4 Where additional fees or variable costs apply, all costs and payment terms are clearly explained to residents and their commitment to meet the financial obligation confirmed before proceeding.
 - 2.3.5 Evidence of payment will be documented and retained within Council records in accordance with established legislation.
- 2.4 Sustainability:
- 2.4.1 Revenue from fees comprises a minimum of 15% of the total sum of the grant funding, as stipulated in the National Guide to the CHSP Client Contribution Framework.
 - 2.4.2 Revenue from resident co-payments is used to support ongoing service delivery including expansion of services with due consideration to service demands, in accordance with the terms and conditions of the grant funding.
 - 2.4.3 Fees are reviewed on an annual basis in accordance with the City of Holdfast Bay's Schedule of Fees and Charges.
 - 2.4.4 Occasions where a person requesting a service is not eligible for a grant subsidy and it is deemed appropriate to supply a non-subsidised equivalent service, the full cost of the service will be payable by the resident.
 - 2.4.5 Circumstances where full costs apply will be determined on a case by case basis and only upon prior approval from the business unit manager. Circumstances where this applies may include:
 - a. Where the service is purchased as part of a service package provided by another aged care or disability service provider,
 - b. Where the resident's package allowance has been exceeded,
 - c. Where compensation payments apply, and
 - d. Where the resident chooses to access non-subsidised services.
- 2.5 Hardship:
- 2.5.1 Flexibility is built into the fees structure, ensuring that reduced co-payments and payment plans can be negotiated on a case by case basis with the resident and/or their preferred advocate.
 - 2.5.2 Where a reduced co-payment is requested, consideration is given to financial hardship and any other identified contributing factors that prohibit the payment of the prescribed resident co-payment.

- 2.5.3 When service demands exceed Council's capacity to respond, priority is given to residents with the greatest need and is not determined based on the individual's capacity to make a co-payment.
- 2.6 Reporting:
- 2.6.1 All revenue from resident co-payments is reported in accordance with the terms and conditions of the funding grant.
- 2.6.2 Residents receiving services or their advocates have the right to appeal against agreed co-payment arrangements at any time if they experience difficulty meeting the cost of services or wish to negotiate new co-payments.
- 2.6.3 Residents or their advocates who are dissatisfied with the outcome of negotiations have the right to lodge a complaint in line with council's Customer Feedback and Complaints Policy.
- 2.6.4 If a satisfactory resolution cannot be reached, residents or their advocates are encouraged to lodge a complaint with the Aged Care Complaints Commissioner
- by letter to:
Aged Care Complaints Commissioner
GPO Box 9848
Adelaide SA 5000
 - by phone on 1800 550 552,
 - online at <https://www.agedcarecomplaints.gov.au/>
- 2.7 Responsibility:
- 2.7.1 The business unit manager determines the fees and charges on an annual basis, based upon the cost to deliver the service, associated cost drivers, indexation rates, the cost of raw materials, consistency within the sector and the established 15% minimum requirement outlined in the National Guide to the CHSP Client Contribution Framework.
- 2.7.2 Council authorises the proposed fees and charges and charges the CEO with the responsibility to administer the fees and charges.
- 2.7.3 The Chief Executive Officer delegates responsibility to apply fees and charges to the relevant business unit manager.
- 2.7.4 The business unit manager has authority to waive or reduce a fee based on consideration of individual circumstances, in accordance with the terms and conditions of the funding grant.

3. REFERENCES

3.1 Legislation

- *Aged Care Act 1997 (Cth)*
- *Disability Discrimination Act 1992*
- *State Records Act 1997*

3.2 Other References

- Home Care Common Standards
- Commonwealth Home Support Programme Manual 2015 National Guide to the CHSP Client Contribution Framework Customer Feedback and Complaints Policy
- Co-payment Agreement Procedure Annual Review Survey
- Co-payment Negotiation Agreement Form Confirmation of co-payment Letter Schedule of Fees and Charges