



Commonwealth Home Support Programme Fees Policy

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Type:	Council Policy
Category:	Safety & Community
Relevant Community Plan Outcome:	<ul style="list-style-type: none">• Provide accessible social infrastructure and services that engage our diverse community
Responsible Officer(s):	Manager Community Connections
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Last Reviewed:	February 2023
Next Review Due:	February 2025
Applicable Legislation:	Commonwealth Home Support Programme Manual 2022-2023 Local Government Act 1999 Aged Care Act 1997 Disability Discrimination Act 1992 State Records Act 1997
Related Policies:	Ageing in Charles Sturt Policy Customer Experience Policy
Related Procedures:	Ageing Well Fee Reduction Form Procedure 12/134399

1. Purpose

The City of Charles Sturt has a responsibility to manage the administration of the grant funded Commonwealth Home Support Programme (CHSP). Client contribution and the collection of these funds contribute and supplement the delivery, providing an opportunity to increase the numbers of persons within Charles Sturt who are supported.

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 but also considers the ability of individuals to contribute financially and includes the provision of safeguards for those who are financially disadvantaged.

2. Scope

This policy relates to the grant funded Commonwealth Home Support Programme (CHSP) and applies to eligible residents of the City of Charles Sturt, and staff, volunteers and contractors associated with the delivery of services under these programs.

Services delivered that will be included in this Policy are:

- Transport
- Domestic Assistance
- Home Modification
- Home Maintenance
- Social Support – Individual
- Social Support – Group
- Flexible Respite

The Commonwealth Home Support Programme provides services to those in our community who may require additional support to remain at home depending upon a range of criteria.

These criteria may include:

- Severity of disability, including the difficulties they experience with the tasks of daily living
- The presence of dementia, memory loss and related disorders
- Safety of their physical environment
- Social isolation
- Financial disadvantage within the household, and
- Special needs groups, as defined by CHSP

Priority is also given to those who;

- Are unable to perform essential household and maintenance tasks
- Have limited informal support within the household
- Are at imminent risk of premature admission to a residential facility
- Receive no formal services or have limited support from formal services

3. Policy Statement

The following principles will apply to all CHSP Services provided by the City of Charles Sturt:

Fees Consistency

This aims to ensure that residents with similar levels of income are charged equivalent fees for comparable services. ***Fairness***

- Services are not refused due to a resident's inability to make a co-payment.

- Council's Fee Model is two tiered
 - Level 1 - Full Pension and Part Pension,
 - Level 2 – Fee Reduction

This is to ensure that the highest subsidies are given to residents on the lowest income, and that residents who are able (or funded) to pay the Level 1 or full cost for services are required to do so.

Transparency

- Fees and charges are set by Council each year with consideration to the CHSP manual and the Schedule of Fees and Charges published on council website.
- Information regarding the fees structure is provided to all residents accessing services and/or their advocates and residents and or their advocates have the right to appeal against an established co-payment arrangement using the Charles Sturt's complaints process.
- Fees vary across specific service types and are clearly explained at the time a service is requested. 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.

Sustainability

- 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*.
- 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.
- In those circumstances where a person requesting a service is not eligible for a grant subsidy the determination of whether full costs apply will be considered on a case by case basis in accordance with the CHSP Fees Policy and only upon prior approval from the business unit manager.

Circumstances where this applies may include:

- Where the service is purchased as part of a service package provided by another aged care or disability service provider,
- Where the resident's package allowance has been exceeded,
- Where compensation payments apply, and
- Where the resident chooses to access non-subsidised services.

Complaints

- 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 Experience Policy .

- 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 Aged Care Quality and Safety Commission
GPO Box 9819 Adelaide SA 5000
by phone on [1800 951 822](tel:1800951822),
,
online at info@agedcarequality.gov.au

Responsibility:

- The business unit manager reviews 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, consistent within the sector and the CHSP Fees Policy.
- The Chief Executive Officer (CEO) is responsible for the administration of the CHSP fees. The CEO can sub-delegate the application of fees and charges to the appropriate staff member.
- The CEO will sub delegate the authority to to waive or reduce a fee based on consideration of individual circumstances, in accordance with the terms and conditions of the funding grant.

4. Definitions

Key Term – Acronym	Definition
The 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
The National Guide to the Commonwealth Home Support Programme (CHSP) Client Contribution Framework (October 2015)	Is contained within the Commonwealth Home Support Programme Manual 2022-2023 and outlines financial requirements for the delivery and management of the CHSP.

Key Term – Acronym	Definition
'Client'	Refers to residents of the City of Charles Sturt who are deemed eligible to access services under the terms and conditions of the grant agreements.
'Client Contribution', 'fees' and 'client fees'	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.
'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.