



Australian Regional and Remote Community Services Limited

CHSP Fees Policy

Introduction

Australian Regional and Remote Community Services Limited Commonwealth Home Support Program (CHSP) services provide support and services to people who are ageing. This is underpinned by the principles of consistency, transparency, hardship, reporting, fairness and sustainability.

The Commonwealth Government has determined that client fees play an important role in the ability of CHSP Service Providers such as Australian Regional and Remote Community Services Limited to respond to the needs of clients by supplementing the substantial Australian Government community aged care subsidies (please refer to the CHSP Client Contribution Framework, available on the Department of Health website). The Government have advised that client contributions should constitute a *minimum* of 15% of ARRCS's grant revenue.

ARRCS Fees

ARRCS charges The Department of Health **Maximum Basic Daily Fee** for Home Care per hour for CHSP services as a client co-payment. This co-payment is reviewed twice-annually in line with pension indexation.

Different co-payments apply for Centre Based Day Respite and Overnight Respite; please contact us for details.

Where clients can demonstrate severe financial hardship, ARRCS is willing to consider fee reductions or waivers.

Fee policy principles

PRINCIPLE 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.

PRINCIPLE 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.

PRINCIPLE 3 – HARDSHIP

Individual policies should include arrangements for those who are unable to pay the requested contribution.

PRINCIPLE 4 – REPORTING

Grant agreement obligations include a requirement for providers to report the dollar amount collected from client contributions.

PRINCIPLE 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, providers need to take into account partnered clients, clients in receipt of compensation payments and bundling of services.

PRINCIPLE 6 – SUSTAINABILITY

Revenue from client contributions should be used to support ongoing service delivery and expand the services providers are currently funded to deliver.