



# CHS CHSP SERVICE TERMS

Thank you for choosing Country Home Services as your provider of Commonwealth Home Support Program services.

The program that you are receiving support through is Commonwealth funded, delivering services on a short-term episodic or ongoing basis, with a strong focus on activities that support independence and social connectedness and taking into account each person's individual goals, preferences and choices.

You may hear us call it the CHSP. That is the shortened version of the program name and it is used by many service providers. You may be interested to learn, also, that this program funds a range of services including community nursing and allied health supports. You can learn more about the CHSP online at:

- My Aged Care, <https://www.myagedcare.gov.au/help-at-home>
- Department of Health, Ageing and Aged Care [https://agedcare.health.gov.au/sites/default/files/documents/02\\_2019/chsp-manual-26022019.pdf](https://agedcare.health.gov.au/sites/default/files/documents/02_2019/chsp-manual-26022019.pdf) If you would like to learn more about the CHSP.

## **The following Terms outline how Country Home Services delivers the CHSP.**

- **Your Rights:**

At Intake, we will provide you with a signed copy of the Charter of Aged Care Rights which can be countersigned by you and returned, if you wish. Service providers are required to meet all elements of this document. At all times, we want to hear from you if you believe your rights are not being upheld.

- **Your Responsibilities:**

To provide us with information that will assist us to source the best possible support for you. To keep this information up to date by letting us know if any of this information changes including information that we may need to use in the event of an emergency.

To provide a safe working environment for contractors and staff. Your home is your home. We respect this. However, it is important that if there is an issue of safety in the home (for example, a power point is shorting, or a mat is causing a tripping hazard) that this be resolved. Staff and contractors will conduct a risk assessment of your service. This is not because we think that you are a risk. It is because we need to identify all possible hazards that may cause injury or harm and rectify them.

To treat contractors and staff with a level of respect and in a way that you expect to be treated yourself. Kindness and compassion are at the heart of our business, it's the country way. We all want to feel valued.

To pay your agreed fee as per your statement. Your contribution accounts for 15% of the cost of service and it assists us to support more people in your community.

It is usual for the fee to be charged on an hourly basis. The fee will increase once a year. You will be notified of this increase in writing.

To provide safe and working equipment to complete the tasks in your home. We understand that you want a service delivered your way using your preferred equipment and materials.

### **Service information:**

- The CHSP delivers high quality entry-level support services designed to meet your goals, preferences and choices. It is underpinned by a strong emphasis on wellness and reablement; this means that Country Home Services adopts a 'do with' rather than 'do for' service approach.

- Your service will be delivered by a contractor. Contractors are skilled in what they do for example, providing cleaning services. They are also good at building relationships, being kind and caring about those around them.
- Contractors have different qualities; this enables us to connect you with a contractor who is most suited to you. You are the expert when it comes to how a service will support you, it's important that you play an active role in communicating your needs at any given time.
- Once a year, your contractor will be audited. This means that we check that they have met the provisions of a quality service. It is most likely that we will contact you when we are auditing a contractor as we want to know, from you, how the service is delivered and if it is meeting your need.
- Services are delivered on standard working days, Monday to Friday, between the hours of 8am and 4.30pm. As you are the customer, it is a requirement that you are at home when services are delivered. We ask that you do this as it ensures that the service is delivered as per your assessed need. (As from 1<sup>st</sup> August, we will be implementing services 7 days a week, 8am to 6pm)
- Contractors are not employees. They are business owners who are paid if a service is delivered. It is important that you notify them if you do not require a service. A cancellation fee of \$25 will be applied if services are cancelled with less than 12 hours' notice. Last minute hospital admissions will not attract a cancellation fee.
- Your service can be put on hold by you at any time.
- On days of extreme fire danger and heatwave, services may be cancelled by us. At all times, contractors will attempt to re-schedule services that are cancelled as a result of fire danger and heatwave.
- This chart explains the key tasks that we deliver:

Intake	Our first contact with you, usually a phone call, will set up your service and complete a range of tasks on My Aged Care. During this process, we will ask you a series of questions that are designed to source the best contractor for you.  At Intake, we will ask you for a 'Planned Response' contact. We are required to ask that you provide a contact person if you are not responding when a service has been scheduled. We understand that you may not wish to or be able to provide a contact. In this case we have an alternative solution. If you are not responding to a scheduled visit, we will engage SAPOL to check that you are safe.
Review	Once a year you will participate in a review of your services. It is a requirement as per the CHSP that we conduct a review at least once a year. At this time, we will check the information that you have provided us at Intake is still correct and relevant. We will also ask you to provide feedback about your contractor.
Ongoing monitoring	Outside the course of the annual scheduled review, your needs may change. We learn about these changes from you, your contractor and our observations. A change in need may lead to a change in service which may or may not be referred to My Aged Care.
Exit	Customers cease CHSP services for a range of reasons. Most commonly, customers exit the CHSP because the program no longer meets their needs. When the program is no longer meeting your needs, we will endeavour to find alternative options for you.

Country Home Services will notify you of any changes to the CHS CHSP Service Terms. We are more than happy to answer any queries related to these Terms, please contact us on **1300 773 202**.

***We support people to live the life that they want***