

Next Review Due:	01/10/2019
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Customer Contribution Policy

Policy

The Australian Government subsidises a range of aged care services in Australia. If the customer's personal circumstances allow, it is expected that they will contribute towards the cost of services if they can afford to do so. Country Home Services (CHS) works within Government contribution requirements.

Procedure

1. CHS staff will maintain a high level of expertise in relation to customer contributions. CHS staff will use My Aged Care as a reference point to maintain and build on their expertise.
<https://www.myagedcare.gov.au/costs/help-home-costs-explained>
2. At the point of customer admission a CHS staff member will explain to the customer and/ or their representative contribution requirements before the service is confirmed:
 - a. The maximum level of contribution that is expected to be paid for delivery of service:
 - Home Care Package (HCP);
 - Commonwealth Home Support Program (CHSP);
 - SA Home and Community Care (SA HACC);
 - Veterans Home Care (VHC);
 - Self-Funded Services (Choices Plus).
 - b. The contribution reduction or waiver application process should the contribution cause them financial hardship.
 - c. That no-one is refused a service due to their inability to contribute.
3. The customer will receive verbal and written confirmation of their contribution in a format that is clear and easy to understand. As per program, as follows:
 - *HCP* - On entry, the customer will sign the CHS HCP Agreement. This Agreement outlines the amount that the customer agrees to contribute. Any increases to the contribution rate is managed by the Department of Human Services (DHS). DHS will notify CHS and the customer of any changes to the contribution rate throughout the year. The following documents outline the Schedule of Fees and Charges for HCP:
 - https://agedcare.health.gov.au/sites/g/files/net1426/f/documents/09_2018/schedule_of_fees_and_charges_for_residential_and_home_care_from_20_septe.pdf (for customers who entered HCP from 1 July 2014)
 - <https://agedcare.health.gov.au/quality/aged-care-quality-and-compliance/schedule-of-fees-and-charges-for-pre-1-july-2014-residents-from-1-july-2017> (For customers who entered HCP prior to 1 July 2014)
 - *CHSP* - On entry, the customer will be advised verbally of the current contribution rate. The CHSP contribution rate increases annually on 1st July each year. All CHSP customers will receive written correspondence notifying them of these changes.

- SA HACC - As per the CHSP.
 - VHC - As part of scheduled VHC processes, all customers receive a standard 'Service Plan Letter'. This letter outlines their contribution rate as determined by VHC and is sent to customers as their Service Plans are renewed.
 - Choices Plus - On enquiry for service, the customer will be provided with a quote. Customers will be notified of any changes to this quote, in writing, at review.
4. A copy of this policy and procedure will be made available to customers and or their representative on their request. This policy is displayed on the CHS website at <https://countryhomeservices.org.au/services/funded-services>

Contribution Reduction

From time to time, customers will be impacted by a variety of life events that may make it difficult to meet their contribution rate. If this occurs, both DHS and CHS processes are in place to support those customers to continue to contribute at a rate that is manageable.

Customers of the CHSP, SA HACC programs and those customers who entered HCP prior to 1 July 2014 may be eligible for a reduction in their contribution using CHS Customer Contribution Reduction processes, including:

- CHS Customer Contribution Adjustment Application; and
- CHS Customer Contribution Schedule.

The CHS Customer Contribution Reduction process is managed by Manager, Service Delivery.

If a customer has applied for a CHS Customer Contribution Reduction and is not happy with the outcome, they are able to appeal the decision. This occurs by lodging a letter of appeal with the Chief Executive Officer (CEO) of CHS. The CEO has the discretion to overturn, or not, the recommendation of the Manager.

Customers who entered the HCP program after 1 July 2014 can apply for a reduction in their contribution via DHS @ <https://www.humanservices.gov.au/individuals/forms/sa462>

The contribution rate of customers receiving services through the VHC program is managed by VHC. Therefore, CHS is not responsible for applying or managing any reduction in contribution.

Choices Plus program is a private fee for service program with no contribution reduction options.

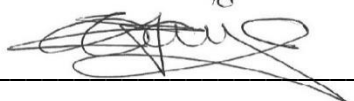
Method of paying contributions

Customer accounts are posted or emailed to customers and/ or their representative during the second week of each month. The charges on these accounts are, in the main, reflective of the service provided in the previous month. It is expected that monthly accounts are paid in full by the end of every month. There are several options available for paying an account, including:

- Direct Debit;
- Cheque;
- Online Banking; and
- Credit Card.

These options can be found at the bottom of the monthly account under 'Paying Your Bill'.

Signature: _____



Date: 11 / 10 / 2018

Chief Executive Officer