1. 1Purpose

This document shows how Commonwealth Home Support Program (CHSP) and Home and Community Care Program for Younger People (HACC PYP) client contribution fees are set and managed. Our goal is to apply fees in a consistent, clear, and fair manner, in line with relevant guidelines and regulations.
We encourage everyone who can contribute towards their care to do so. We want you to understand your rights and feel assured about the contributions you pay.
This document explains how you can get help if you have difficulty paying your contributions. It also tells you about cancellation fees and how they are applied.

2. Application

This policy applies to our clients (you), carers, and registered supporters.

3. Principles

Our policy and processes are based on the Australian Government's National CHSP Client Contribution Framework principles: consistency, transparency, hardship, reporting, fairness and sustainability. These principles align with those set out in the Bolton Clarke Fee Collection Standard.

4. Contribution and fee determination

Government funding helps subsidise our services for those with the greatest needs. Client contributions cover the remaining costs to deliver community-based health and aged care services to you.

4.1 CHSP contributions and fee changes

We review the costs of providing CHSP services at least once a year before setting our CHSP client contributions and fees. We also check our fees are fair by considering factors such as changes in the cost of goods and services and overall affordability.
If you would like to know more about the costs to deliver care, you can obtain a copy of our most recent audited accounts from our website.
We will notify you in writing about any contribution and fee changes at least two weeks before the change takes effect.

4.2 HACC PYP Contributions

The Victorian Department of Health sets the fees for HACC PYP. These fees may change from time to time. The amount you pay depends on whether you have a concession card. If you have one of the cards listed below, you will pay the lower cardholder fee:

- Pensioner Concession Card
- Health Care Card
- Commonwealth Seniors Health Card
- Victorian Seniors Card
- DVA Veteran Gold Card
- DVA Veteran White Card
- Foster Child Health Care Card
- Carer Allowance Health Care Card
- Ex-Carer Allowance (Child) Health Care Card

If you do not have a concession card, you will pay the higher fee. If you cannot afford this fee, we will still provide your service.

5. Client contributions

You will be asked to contribute to the cost of your services, but only if you can afford it. You need to agree to any contributions before your services start. These details will be explained in your service or fee agreement (a written document between you and Bolton Clarke).

Your service or fee agreement will outline what services you will receive, how much you will pay, and our shared rights and responsibilities.

You will be given a copy of the agreement for your records, making sure everything is clear and transparent from the start.

5.1 Means Testing and Hardship

Bolton Clarke charges a contribution for each service we provide. Contributions may be different for each person. This depends on the type of services you receive, where you live, and your ability to pay.
We are committed to providing high-quality care for everyone. The quality of your care will not be impacted by your ability to pay for it.

We will talk to you about your contributions every year and anytime you ask. If you are worried about paying your contributions, please let us know. You can ask for a review of your contributions at any time. This may be before you sign your service agreement or if your circumstances change.

To ask for a review of your contributions you need to fill out our CHSP and HACC PYP Client Financial Hardship Form. This helps us understand your financial situation and makes sure everyone is treated fairly. The form includes questions about your income, expenses, any government pensions you receive, and concession cards you hold.

If you provide this information, we may be able to lower your contributions or even pause them for up to 12 months.
If you choose not to complete the form, we will not be able to adjust your contributions to suit your situation. In this case, you will need to agree to our standard contributions before your services start.
We are here to help and will explain any decisions in writing, so you have the information you need.

6. Cancellation fees

We understand that plans can change. Please be home for your appointment. Make sure our staff can enter your home or the place where the service will happen. If you need to cancel, tell us as soon as you can.

You may have to pay a cancellation fee if you do not give enough notice.

- For CHSP clients, you must give at least 2 business days' notice.
- For HACC PYP clients, you must give at least 1 business day notice.

You will not have to pay the fee if you cancel because of an emergency. Cancellation fees do not apply to cancellations initiated by Bolton Clarke.

Each situation will be assessed individually, considering the information available at the time, the circumstances leading to the cancellation and your history and circumstances.

You may request a review if you believe a cancellation charge has been applied unfairly.

We appreciate your understanding and are here to help if you have any questions. If you'd like to get in touch, please contact us on 1300 22 11 22.