

Policy 8.2

Costs and Charges

Client Contribution - Commonwealth Home Support Program(CHSP)

It is expected that all clients contribute to the cost of their program unless their financial position prevents them from doing so.

BEC is governed by the 6 principles that align to the CHSP Client Contribution framework:

1. **Consistency:** All clients who can afford to contribute to the cost of their care should do so.
2. **Transparency:** Client contribution policies should include information in an accessible format and be publically available, given to and explained to all new and existing clients.
3. **Hardship:** Individual arrangements can be made for those who are unable to pay the requested contribution.
4. **Reporting:** BEC has an obligation to report annually the dollar amount collected from client contribution to the Department of Social Services.
5. **Fairness:** Client contribution should take into account the client's capacity to pay and should not exceed the actual cost to deliver the service.
6. **Sustainability:** Revenue from Client contributions should be used to support ongoing service delivery.

Exclusions:

Some CHSP activities and services are specifically excluded from this Framework:

- Sector support and development activities

Balwyn Evergreen Centre recognises its legislative and contractual obligations in relation to the setting, implementing and reporting of client contributions for services delivered by Balwyn Evergreen Centre and funded by the Commonwealth under the CHSP grant agreement.

Client Contribution Arrangements

The schedule of fees will be based on criteria including (but not exclusive to) the actual cost of the service, consistency with other service providers, and indexation rates. Fees will vary across services and remain affordable. Client Contributions will cover all materials used in the delivery of the service not exceeding the cost of the service provision.

Client Contributions will be reviewed in accordance with Balwyn Evergreen Centre's Schedule of Fees annually.

Information regarding the Client Contribution will be made readily available via the Balwyn Evergreen website and relevant brochures and where required in different

formats. Costs relating to services will be explained upon initial contact with the person requesting a service. Persons requesting a service will be asked whether the contribution will pose a difficulty for them. Inability to pay will not be used as a basis for refusing a service.

References:

Documents/Policy 8.2 fees and charges

CHSP Program Manual 2015

National Guide to the CHSP Client Contribution Framework