



# Commonwealth Home Support Programme

## Schedule of client contribution fees

Effective from 1 July 2024

	Fee
In Home Services: Domestic Assistance, Personal Care and Respite	\$ 11.00 per hour
Planned Activity Groups	\$12.00 per session
Delivered Meals	\$11.50 per meal
Home and Property Maintenance (per hour) <i>Materials will be charged at cost as required</i>	\$15.00 per hour
Home Modifications	Quote provided based on OccupationalTherapist Recommendations

### NOTE

Fees are applied pro-rata when part hour services are provided.

MHA Care aims to be flexible in our service provision, however we also have a responsibility to our staff. Cancellations must be notified by 12.00pm the day prior to avoid a cancellation fee being charged.



## MHA CARE


*Your home + personal care made easy*

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## Commonwealth Home Support Programme

### POLICY STATEMENT

The Commonwealth Home Support Programme (CHSP) is an Australian Government subsidised programme aimed at helping frail, older people to stay living independently at home and in their community for as long as they can and wish to do so.

MHA Care reviews and updates fees on the 1st July annually, in line with the principles outlined within the CHSP Client Contribution Framework.

### CLIENT CONTRIBUTION FRAMEWORK PRINCIPLES

#### Consistency

- ▶ All customers who can afford to contribute to the cost of their care should do so.
- ▶ Customer contributions will not exceed the actual cost of service provision.

#### Transparency

- ▶ All customers will be informed of the cost of services in discussions about the care plan, and prior to service delivery.
- ▶ The Customer Fees and Contributions Policy will be publicly available as well as given to, and explained to, all new and existing CHSP clients.

#### Hardship

- ▶ Inability to pay will not be used as a basis for refusing a service to people who are assessed as requiring a service.
- ▶ Fees may be reduced or waived where a customer who is receiving all relevant assistance would still experience hardship in paying fees.

#### Reporting

- ▶ MHA Care will report the dollar amount collected from customer fees and contributions in line with Grant Agreement Obligations.

### Fairness

- ▶ MHA Care will consider bundling fees / contributions to ensure that the cost of services is not prohibitive where a customer is receiving concurrent services.
- ▶ Customers with high and/or multiple service needs may have a fees cap applied where the total charge of services may cause financial difficulty.
- ▶ Where services are being provided to sharing or partnered customers they will not be charged separately for the service (e.g: a one hour service provided to a couple will be charged as one hour, not one hour per customer)

### Sustainability

- ▶ Revenue from customer contributions will be used to support ongoing service delivery and expand the services that MHA Care are funded to deliver.

### PAYMENT OF FEES / CONTRIBUTIONS

Customers will be invoiced at the completion of each month. Payment is required within 30 days.

Payments not made within this time frame and/or non-payment of fees will be managed in accordance with MHA Care's Debt Collection Policy and Procedure.

Payments of fees / contributions can be made using one of the following methods:

- Direct Debit
- Deposit at any National Australia or Bendigo Bank branch
- Credit Card over the phone
- Centrepay deduction
- Cheque or Money Order
- Cash payment at our Yarrowonga Office