



8.5 CONSUMER FEES

8.5.1 CHSP FEES POLICY¹

i) Overview

The following Fees Policy principles address the issues of access, equity, affordability, user rights and privacy and ensure that fees generated by the CHSP Programme are used efficiently and for the benefit of CHSP consumers:

1. Inability to pay cannot be used as a basis for refusing a service to people who are assessed as requiring a service.
2. All consumers assessed as having the capacity to pay are charged fees. This is done in accordance with a scale of fees appropriate to their level of income, amounts of services they use, and any changes in circumstances.
3. CHSP funded agencies charge the full cost of the service where consumers are receiving, or have received, compensation payments intended to cover the cost of home care.
4. Consumers with similar levels of income and service usage patterns should be charged equivalent fees for equivalent services.
5. Consumers with high and/or multiple service needs are not to be charged more than a specified maximum amount of fees in a given period, irrespective of actual amounts of services used.
6. For purposes of this policy, solicited donations for services are equivalent to fees and are subject to all provisions of this policy.
7. Fees charged do not exceed the actual cost of service provision.
8. The fee charged for a service is all-inclusive and cover all material used in delivery of the service.
9. Fee collection is administered efficiently and the cost of administration is less than the income received from fees.
10. The revenue from fees is used to enhance and/or expand CHSP services.
11. Procedures for the determination of fees, including assessment criteria, are clearly documented (in these policies and procedures) and publicly available (in the Consumer Handbook).
12. Procedures for the determination and collection of fees take into account the situation of special needs groups.
13. The Coolangatta Senior Citizens Centre Inc. Fees Policy is provided to potential consumers on request and to current consumers on request and in the Consumer Handbook. The Schedule of Fees is also available on request and is provided to consumers at their commencement meeting and whenever fees are changed.
14. Assessment of a person's capacity to pay fees is as simple and unobtrusive as possible, with any information obtained treated confidentially.
15. Consumers and their advocates have the right of appeal against a given fee determination.

¹ Based on the Australian Government Department of Health National Guide to the CHSP Consumer Contribution Framework Last updated 30 January 2018

The Coordinator is responsible for monitoring fee and fee policy changes from CHSP and for revising the information in this section of the Policies and Procedures and advising consumers of the revisions.

ii) Exclusions from fees

Fees are not charged for information, advisory and advocacy services, carer support, assessment/review services and friendly visiting.

iii) Compensation consumers²

Where consumers are receiving or will receive compensation to cover their costs they are charged the full cost of the service.

iv) Fees target

Coolangatta Senior Citizens Centre Inc. is aiming over time to raise in fees, an amount equal to 15% of the CHSP operating costs.

v) Availability of CHSP fees policy

An up to date copy of the CHSP Fees Policy is maintained on our website and included in the Consumer Handbook.

Approving Authority: *Coolangatta Senior Citizens Centre Board of Management*

Signed

*..... Brian Finch
President*

Date *August 2017*

To be Reviewed: *August 2019*

Contact Officer: *Coordinator*

² Australian Government Department of Health National Guide to the CHSP Consumer Contribution Framework Last updated 30 January 2018