

Introduction.

This Policy applies to services delivered by Dementia Australia under the Commonwealth Home Support Program (CHSP).

Dementia Australia provides a range of services under the CHSP including:

- Allied Health
- Social Support (Individual and Group)
- Centre Based Respite
- Flexible Respite
- Specialised Support Services (Dementia Advisory Service)
- Transport

Services are subject to approval from My Aged Care and availability within the nominated geographic location.

Details of the services to be provided and contribution amounts including the terms and conditions of the arrangement will be provided at registration and/or during the intake and referral process to services.

Contributions

All clients accessing CHSP services will be requested to make a small contribution towards the cost of these services in accordance with the CHSP Client Contributions Framework <https://www.health.gov.au/resources/publications/national-guide-to-the-chsp-client-contribution-framework> . The funds received will be reinvested in the programs to develop and increase service availability.

The contribution rate is based on the CHSP Client Contributions Framework requirements, type and frequency of services being received, and the cost of providing the service. Dementia Australia's client contribution processes and fees are reviewed annually. Dementia Australia offers a choice of service options and range of contribution amounts based on the type of service provided.

Options to subsidise or waive the contribution amounts are available for clients who have difficulty paying.

Payment

The first appointment will not attract a fee. A client contribution payment is required for all subsequent services. Clients will be invoiced monthly in arrears for the services they have accessed, with our preferred payment options being via credit card or Electronic Funds Transfer. However cheque / cash will be accepted with prior arrangement.

Feedback and Appeals

Information on how to provide feedback (including making a complaint) or appeal a decision about client contributions will be provided to all clients at the commencement of service delivery and every effort taken to ensure they are understood.

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