

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 CHSP including:

- Social support and community engagement
- Home or community general respite
- Transport

Client access to services is subject to aged care assessments being completed, referral codes received from My Aged Care, and availability within the nominated geographic location. Dementia Australia services are not available in all areas.

Details of the services to be provided, agreed contribution rates (including the terms and conditions of the arrangement) will be provided at registration and/or during the intake and referral process to services. This will be reviewed annually, or at the request of client/representative.

Contributions

All clients accessing CHSP services will be requested to make a small contribution towards the cost of these services in accordance with the Guide to the National 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.

Client contributions are in addition to grant-based funding Dementia Australia receives to provide CHSP services.

Inability to pay does not inhibit service access. Options to subsidise or waive the contribution amounts are available for clients who have difficulty paying.

Adjustment to client contribution rates will be provided to clients, in writing, with a minimum of four (4) weeks' notice.

Client Contribution Rates from 1 July 2025

***Note new name of services in line with Support at Home category adjustments.**

Service Type	Client Contribution Amount	Details
Home or community general respite – Individual respite	<u>\$9.80</u>	<u>Per hour of respite</u>
Social support and community engagement – individual support	<u>\$9.80</u>	<u>Per hour of support</u>
Social support and community engagement – in centre or community group activities	<u>\$15.00</u>	<u>For each session up to 3 hours</u>
Social support and community engagement – in centre group activities including of lunch	<u>\$30.00</u>	<u>For each full day session (up to 6 hours)</u>
Social support and community engagement – in community group activities	<u>\$18.00</u>	<u>Per full day outing inclusive of transport (meals and activities at own cost)</u>
Transport	<u>\$5.00</u>	<u>per trip (each way) when required to attend Dementia Australia activities</u>

Cancellations

Clients may change or cancel the services they are receiving at any time, however cancellations made less than 24 hours before the scheduled service may be invoiced for the full client contribution amount as agreed in the individual Client Contributions Service Details Form.

Payment

The initial session to complete service planning and documentation will not attract a client contribution. A client contribution payment is required for all subsequent sessions as per the agreed service delivery plan. 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.