



A BETTER LIFE HOME CARE SERVICES PTY LTD

NDIS Registration # 4050028948

Client Contribution Policy

Why We Have a Client Contribution Policy

At A Better Life Home Care Services, we're here to support your independence and well-being. Our goal is to make our services as accessible and affordable as possible. As part of the Commonwealth Home Support Programme (CHSP), we ask for a small contribution from clients who can help cover some service costs. This way, we can continue providing support to everyone who needs it.

Client Contribution Principles

In line with the National Framework for applying CHSP client contribution fees, we follow these principles:

1. **Consistency:** All clients who can afford to contribute to the cost of their care should do so. Client contributions should not exceed the actual cost of service provision.
2. **Transparency:** Policies should be in an accessible format and publicly available. CHSP providers should give a copy of and explain their policy to all new and existing clients.
3. **Hardship:** Policies should include arrangements for clients who are unable to pay the requested contribution.
4. **Reporting:** Providers should report the dollar amount collected from client contributions, as per the CHSP Grant Agreement.
5. **Fairness:** Policies should consider the client's capacity to pay and should not exceed the actual cost to deliver the services. In administering this, providers need to consider partnered clients, clients in receipt of compensation payments and bundling of services.
6. **Sustainability:** Revenue from client contributions should be used to support ongoing service delivery and expand the services that providers are currently funded to deliver.

Client Contribution Process

- **Needs-Driven Services:** Services are prioritized based on client needs, not financial contributions.
- **Standard Contributions:** Suggested rates for each service ensure fair and consistent contributions.
- **Fee Reduction:** Clients who face financial hardship can apply for a fee reduction, assessed individually and confidentially.
- **Income and Compensation Considerations:** Clients receiving compensation for care costs may contribute the full-service cost, and partnered clients receiving joint services will only be charged once.



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Access and Communication

All clients are briefed on our fee policy before starting services and are given at least 30 days' notice of any changes.

Payment Options

Invoices are issued after every service delivery, and payments can be made by Credit Card, Electronic Transfer, or in person - whatever works best for you.

No Refusal of Service Due to Inability to Pay

We do not refuse services based on financial limitations. Reduced fees are documented in the Client Service Agreement, respecting client rights when setting fees.

Non-Payment of Fees

- We will contact clients with unpaid fees after 30 days to discuss options, including installments or reduced fees if necessary.
- If payment remains outstanding 45 days from the original due date and ability to pay is not a concern, we may notify clients of potential service withdrawal.
- Final decisions, including potential service cessation, are made by our director, and clients are informed in writing with the option to appeal.

Responsibilities

- **Our Responsibility:** We ensure transparency and fairness in fees, providing clear invoices and adjusting fees if financial circumstances change.
- **Client Responsibility:** Clients agree to pay fees or make alternative arrangements if finances change. Please inform us of any compensation payments covering care costs, as this may affect fees.

Review and Appeals

If you'd like to review your contribution or have concerns, contact us. You can appeal any decision, and we'll respond within 10 business days.

Confidentiality

Your financial information is handled with care and full confidentiality.

Contact Us

For questions or to discuss your contribution, reach out anytime at chsp@betterlifehomecare.com.au. We're here to help and ensure you're comfortable with your contribution.



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Commonwealth Home Support Programme (CHSP) Client Contribution Amount

Service	Cost	Frequency
Domestic Assistance	\$20.00 per hour	Minimum 1 hour visit every week
Home Maintenance	\$30.00 per hour	Minimum 2 hour
Transport services*	\$20.00 per one way trip	Maximum 20kms.

These rates apply to services completed weekdays between 9.00am – 5.00pm.

*\$1.50 per KM is applicable if outside the standard KM inclusion

**Not all services are available in all areas.