

# Commonwealth Home Support Program – Client Contribution & Financial Hardship Policy

## Information for patients and families

### Key points

- There is a cost to use Allied Health or Nursing services that we provide under the Commonwealth Home Support Program (CHSP).
- You will be asked to make a co-payment towards this cost. This is also called a client contribution.
- The amount of these co-payments are reviewed every year and follow recommendations set by the government.
- This brochure describes how much your co-contribution will be, how to pay it, and what happens if you are not able to afford the payment.

### What is CHSP client financial contribution (co-payment)?

- If you use a CHSP Allied Health or Nursing service, you will need to make a co-payment for each appointment. A co-payment means that you are paying some money towards your treatment. We cover the rest of the cost.
- The co-payment for Allied Health or Nursing services will be capped each week. This means that once you have reached the maximum co-payment amount for that service, that week you will not have to pay any more, even if you need extra services.
- There are co-payments for services/appointments in your home, at our centres, and any transport that we organise for you.
- You will be told about your CHSP co-payment at your first appointment by the clinician doing your assessment. This will include transport costs if you need transport to and from centre-based treatment.

### What if I cannot afford the co-payment?

- If you cannot afford the co-payment for your services/appointments, we have a Financial Hardship Policy.
- Let your clinician know. They will follow this policy and talk to you about it. You can read the Financial Hardship Policy on page 3 of this brochure.

## Co-payment amounts

Service Type	Cost	Maximum Cost
Centre-based appointments	\$6 per attendance per day	\$12 per week
Home-based appointments	\$11 per visit	\$22 per week
Transport – by taxi or Northern Health Community Therapy Services Volunteer	\$8 per attendance	n/a

## How to make payments

Your clinician cannot take the payment from you. There are different ways to pay, depending on the service/treatments you need.

### Centre-based appointments

Pay at the Northern Health Community Therapy Services reception when you attend your appointment.

### Home-based appointments

Pay by invoice. Before your appointment, your clinician will call you to talk about the fees. You will need to provide consent (agree) to being sent an invoice from Northern Health. The consent can be provided verbally over the phone to your clinician, or we will give you a form to sign.

The invoice will have information about the services/treatments you have had, how much the co-payment is, and instructions on how to pay. There are many ways to pay this invoice:

1. You can pay at the cashier at the Northern Health centre you go to,
2. Over the phone,
3. BPay, or
4. On the Northern Health payment portal on the Internet.

### Transport

Pay at the Northern Health Community Therapy Services reception when you arrive at your appointment. This is both taxi or volunteer driver transport. Transport can be available to people living near Broadmeadows or Bundoora centres who have no other way of getting to their centre-based appointments. Please talk to your clinician if you need help to get to your appointment.

## Cancellations

If you need to change or cancel your appointment, please contact your clinician at least 24 hours before the booked appointment time. You do not need to pay if you cancel the appointment.

We have a fail to attend policy at Northern Health. This means if you do not attend your appointment and do not let us know, we may discharge you from our service. Your health professional will explain this at your first appointment.

## Participant co-payment changes

Our CHSP co-payments are reviewed every year. We follow the recommendations of the Australian Government Department of Health, Disability and Ageing to make sure that the amount of the co-payment is reasonable and consistent with national standards.

If we have to change the co-payment amount, we will write to you and tell you at least 4 weeks before any change happens. Your clinicians will also talk to you about the changes and the Financial Hardship Policy.

## Financial hardship policy

If you have trouble paying your co-payments, please talk to your clinician. They will look at:

- Any significant additional costs that affect your ability to pay the co-payments for the services/treatments you are receiving.
- Ability to pay some of the co-payment - this might mean that we can reduce your co-payment for centre-based or home visiting fees.

If you are unable to pay the full or part of the co-payment, then the co-payment may be waived for the duration of the CHSP episode of care. This means that you will not have to make any payments for the services/treatment you are getting for your health concern at that time. All decisions made about waiving CHSP co-payment fees will be discussed between the clinician and our Community Therapy Services Program Manager or Clinical Coordinators.

## Further information

For further information, please contact the Community Therapy Services:

- Bundoora Centre – T. (03) 9495 3100
- Broadmeadows Hospital – T. (03) 8345 5335

This information is general only.  
Northern Health encourages you to ask questions and get specific advice from your treating team.



If you need an Interpreter or the support of an Aboriginal Liaison Officer, please speak to a staff member.



# Northern Health

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