



connected



# City of Burnside Home Support Program

## Client Contributions

Fact Sheet 2016/17

# About the City of Burnside Home Support Program

The City of Burnside Home Support Program receives funding through the Commonwealth Home Support Programme (CHSP) and, for younger people with disabilities, through the SA Home and Community Care (HACC) Program.

All providers delivering CHSP services are committed to a client contribution policy under the *National Guide to the CHSP Client Contribution Framework*.

Client contributions play an important role in delivery of City of Burnside's Home Support Program, because they are used to expand or enhance program services for all eligible residents. These contributions do not form part of Council revenue for other services.

The Home Support Program's Client Contribution Schedule is reviewed regularly and clients are given three months' notice of any impending increases.

## About client contributions

The City of Burnside Home Support Program has developed a schedule of fees across all services that complies with the *National Guide to the CHSP Client Contribution Framework*. The schedule seeks contributions at a level that is fair and affordable, but also flexible to adapt to individual circumstances.

In all cases:

- An evaluation of clients' need for support precedes an assessment of their capacity to contribute to the cost of the service
- Assessed contributions may be reduced or waived in individual circumstances
- No client is refused a service due to an inability to make a contribution.

## Determining a client's capacity to contribute

Please feel comfortable to ask questions about how your capacity to contribute is assessed, but generally:

- During the evaluation process, you will be asked about your general household circumstances, including any income you receive and any costs you incur for other services or supports.

- Your contribution for services is determined on a tiered framework:

Level 1 contributions are for clients receiving the Aged Pension or a full Disability Support Pension, as well as self-funded retirees with a Commonwealth Seniors Health Card.

Level 2 contributions are for other clients, including self-funded retirees who don't have a Commonwealth Seniors Health Card.

- If you are unable to pay the scheduled contribution, a lower fee may be negotiated according to specific criteria and your individual circumstances. In some instances, the contribution fee may be waived.
- You can request a review of your contribution at any time you feel your capacity to pay the agreed contribution has changed.
- You, or your carer or advocate, have the right to lodge an appeal if you have any concerns about your income assessment or the extent of your contributions.

Your privacy is respected and any information obtained about your income is treated as private and confidential. Any records retained by the City of Burnside Home Support Program are stored securely. Access to your financial information requires your permission under legislation.

## Payment of contributions

Contributions may be a set fee for a specific service or program session, the cost of a service less a subsidy amount, or an hourly rate. For certain services charged at an hourly rate, the contribution is charged in half-hourly increments (including where a service exceeds one hour).

Generally, contributions are paid for on the day of service and you will be given a receipt. For some services, arrangements can be made for contributions to be paid weekly, fortnightly or monthly and it is possible to arrange for a monthly invoice to be sent to a client or carer.

If you are receiving regular multiple services through the City of Burnside Home Support Program, the total amount you pay will be capped at an amount comparable with the income tested care fee for a CHSP Home Care Package, regardless of how many services you access.

## Commonwealth Seniors Health Card

Some self-funded retirees may be eligible for a Commonwealth Seniors Health Card, which will reduce your contribution to services through the City of Burnside Home Support Program.

For information, telephone Centrelink on 13 23 00, visit your nearest Centrelink Customer Service Centre or view information at [www.humanservices.gov.au](http://www.humanservices.gov.au) .

In general, the card is available to Australian residents who have reached aged pension age, but do not qualify for an aged pension or pension from the Department of Veterans' Affairs and meet an income test.

At June 2016, the income test is an annual income of less than \$52,273 for singles, \$83,636 for couples combined, or \$104,546 for couples combined, who are separated by illness or respite care, or where one partner is in prison.

## What to do if you have concerns

If you are concerned about the payment of your contribution for services under the City of Burnside Home Support Program, please discuss this with your Program Facilitator.

There are also two other Fact Sheets that provide useful information about how to manage any concerns you may have:

- City of Burnside Home Support Program – Advocacy
- City of Burnside Home Support Program – Compliments, Complaints and Appeals.

These will help if you are unable to resolve concerns by talking to your Program Facilitator.

## City of Burnside Home Support Program contacts

Office Hours Monday to Friday 8:30am – 5:00pm

Manager Community Connections	8366 4143
Team Leader Community Support and Wellbeing	8366 4176
Facilitator – In Home Support	8366 4227 <a href="mailto:homeassist@burnside.sa.gov.au">homeassist@burnside.sa.gov.au</a>
Facilitator – Group Social Support	8366 4144 <a href="mailto:3Rs@burnside.sa.gov.au">3Rs@burnside.sa.gov.au</a> <a href="mailto:mensshed@burnside.sa.gov.au">mensshed@burnside.sa.gov.au</a>
Community Care Administration	8366 4142
Social Activities Administration	8366 4166
Home Maintenance Administration	8366 4221
Group Social Support Administration	8366 4221

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