



CLIENT CONTRIBUTIONS & FEES

Home & Community Support Services

The following information, including all client contributions and fees is aligned to the National Guide to the Commonwealth Home Support Programme (CHSP) Client Contribution Framework.

To enable Jewish Community Services (JCS) to determine what fee to charge for the Home & Community Support Service/s that you receive, you are asked to read through the following steps and complete the form in conjunction with your JCS Home and Community Support Coordinator or a family member/friend if you feel that you require assistance.

Step 1: Income Level & Self Declaration

Income levels are based on the definitions and determinations made by Centrelink. Your income level is only one indicator of how much you can afford to pay for services.

Low, medium and high income levels are explained later in this document.

Step 2: Identifying factors affecting your ability to pay fees for services

Once you have identified your income level, any additional costs of disability or other factors affecting your ability to pay will be subtracted. The range of disability-related costs or other factors affecting ability to pay are listed below. This list is a guide only; individuals and families may have other costs and related factors that will also be considered.

Additional costs due to disability

- Pharmaceutical or medication costs
- Aids and equipment, including continence products
- Specialist care, for example therapy
- Additional school costs
- Special foods
- Temporary care or respite
- Special clothing
- Utilities (telephone, water, power, gas) where there is higher usage due to a disability; for example, people using pumps overnight do not get a concession on utilities bill
- Medical supplies



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Other Related Costs & Factors

- Increased property costs where this is related to the additional cost of disability (for example, if you have had to modify your house or move to get access services, or replace carpets and bedding)
- Transport (for example, where due to a disability you are not able to use your own car or public transport)
- Specialist care or related costs, such as accommodation when travelling to another location to see a medical specialist.
- Health or medical insurance, where you pay higher costs due to disability
- The cost of other services, when there is no flexibility in the fee charged
- High accommodation costs for people on low income in private rental, boarding houses or supported residential services. This may also be a factor for low income households paying rent.

Jewish Community Services can assist you to complete this information.

If you experience difficulty in paying please contact Jewish Community Services because fees may be reduced or waived. The **Income Self-Declaration Form** will assist you where you wish to be considered for a waiver or reduction of fees.



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STEP 1 – Income Level & Self Declaration

Income Level

Income ranges are based on the following income test. These income bands reflect the pension reform act implemented as at 20 September 2009.

Please indicate your income level **before tax** by ticking the correct box.

	Income Category Level	Income Range	Tick Below
Pension	A		<input type="checkbox"/>
Health Care Card	A		<input type="checkbox"/>
Individual	A	Less than \$40,000	<input type="checkbox"/>
	B	\$40,001 to \$79,999	<input type="checkbox"/>
	FULL	More than \$80,000	<input type="checkbox"/>
Couple	A	Less than \$54,000	<input type="checkbox"/>
	B	\$54,001 to \$103,999	<input type="checkbox"/>
	FULL	More than \$104,000	<input type="checkbox"/>

Your Name

Your Address

Your Telephone Number

Your Service Provider

Jewish Community Services



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STEP 2 – Identifying factors affecting your ability to pay fees for services

Do you have high expenditure in any of these areas	Tick if Yes	Is this short-term or an on-going cost?
Pharmaceutical or Medication Costs		
Aids and equipment, including Continence products		
Specialist Care or related costs (e.g. Fees charged by specialist, accommodation and travel costs to see a specialist)		
Additional School Costs		
Special Foods		
Temporary Care or Respite		
Special Clothing		
Utilities (telephone, water, power, gas) where there is higher usage due to disability (for example people using pumps overnight do not get a concession on utilities bill)		
Medical Supplies		
Increased Property Costs where this is related to the additional cost of disability (for example if you have had to modify your house or move to access services, replacing carpets and bedding)		
Transport (for example where due to a disability you are not able to use your own car or transport)		
Health or Medical Insurance Costs due to disability		
The cost of services other than HACC services		
Other		

I agree that this information can be used to set fees for the service/s I receive. I acknowledge that fees and contributions I am charged will be reviewed from time to time at my request or by Jewish Community Services request.

Your Signature

Date



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Home & Community Support Client Contribution & Fee Schedule

The table shows the contribution & fee for each Home & Community Support service for each assessed income level.

From: 1 March 2016

HOME SUPPORT SERVICES		Category A Subsidised	Category B Subsidised	Brokerage Services for HSP Clients
Domestic Assistance* Personal Care & Social Support <i>*Domestic Assistance services only available Mon-Fri at the subsidised rates.</i>	Monday to Friday	\$11.00 p/h	\$20.00 p/h	\$40.00 p/h <i>(GST charged where applicable)</i>
	Saturday	\$24.00 p/h	\$33.00 p/h	\$50.00 p/h <i>(GST charged where applicable)</i>
	Sunday	\$39.00 p/h	\$48.00 p/h	\$65.00 p/h <i>(GST charged where applicable)</i>
	Public Holiday	\$47.00 p/h	\$56.00 p/h	\$75.00 p/h <i>(GST charged where applicable)</i>
SOCIAL INCLUSION AND ENGAGEMENT PROGRAMS				
Chaverim Exercise Group		\$6.50 per session		By Negotiation
Cooking Group		\$7.50 per session		By Negotiation
Bagels Lunch (Held at Beit Shalom) <i>Where lunches are held at an external venue i.e. hotel/café, clients will be asked to contribute an additional amount to cover the cost of lunch.</i>		\$10.00 (includes full lunch)		By Negotiation
Group Outings, Functions & Activities <i>JCS will subsidise most activities and outings and request a client contribution to cover costs.</i>		Client contribution to be advised prior to activity date		By Negotiation
Transport (Vehicle & Bus)		\$4.00 one-way \$6.00 Return	\$8.00 one-way \$12.00 Return	By Negotiation
Home & Community Visiting (Volunteer & Community Visitors Scheme)		Free		



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Why am I required to make a contribution to my service?

The Australian Government pays for the bulk of aged care in Australia. But as with all aged care services, it's expected you'll contribute to the cost of your care if you can afford to do so. You will never be denied the support you need because you can't afford it.

Any fees will be discussed with you and agreed upon before you receive the relevant services. The fee you pay will contribute to the costs of delivering services such as staffing or for equipment costs.

Cancellation of Services

When your service is scheduled with Jewish Community Services, a significant amount of time is involved coordinating your service that specifically meets your needs. Last minute cancellations are extremely costly and can cause inconvenience. This is also the case when a client fails to keep a scheduled appointment without notice. Accordingly, we ask that if you wish to cancel or reschedule your service that you do so no later than 24 hours before the time of the service.

Domestic Assistance & Personal Care Services Unless it can be shown that the cancellation or reason for not being at home to receive your service is due to an unavoidable emergency of a medical nature, **the full fee for that service will be charged and billed to your next invoice.**

Invoicing and Payment Methods

You will be billed on a monthly basis for the services provided by Jewish Community Services. At the bottom of each invoice is a remittance slip which lists the full payment options available. Please return this remittance slip with your payment.

If you are experiencing difficulties at anytime with paying your invoice, please discuss this with Jewish Community Services immediately.

Further Information

For further information and a copy of our **Home & Community Support Client Fee Policy**, please contact the Manager, Community Services on 8363 5400.