



# **Accessibility Experts**

## **Commonwealth Home Support Program (CHSP) Fee Policy**

### **1. Purpose**

The purpose of this policy is to establish a clear, fair, and transparent framework for the collection of client contributions under the Commonwealth Home Support Program (CHSP). This policy ensures that Accessibility Experts applies the CHSP Client Contribution Framework consistently while recognising individual client circumstances, promoting equity, and supporting the financial sustainability of service delivery.

### **2. Scope**

This policy applies to all Accessibility Experts staff involved in delivering CHSP-funded services and all clients receiving CHSP support from Accessibility Experts. It outlines the responsibilities of both staff and clients regarding fee determination, payment, and management of financial hardship.

### **3. Policy Statement**

Accessibility Experts supports the principles of the CHSP Client Contribution Framework — Consistency, Transparency, Fairness, Hardship, Reporting, and Sustainability. We are committed to ensuring that client contributions are fair, affordable, reflective of capacity to pay, do not exceed the actual cost of services, and support the ongoing delivery and improvement of quality aged care services.

## 4. Policy Principles

- **Consistency:** All clients who can afford to contribute financially should do so. Fees will never exceed the actual cost of service provision.
- **Transparency:** Fee policies are publicly available, clearly communicated, and explained to all clients prior to the commencement of services.
- **Fairness:** Contributions take into account each client's financial capacity and personal circumstances, such as shared household income or compensation arrangements.
- **Hardship:** Clients experiencing financial difficulty will be supported through a fair and confidential hardship process.
- **Reporting:** Accessibility Experts will report on the amount of client contributions collected in accordance with CHSP funding requirements.
- **Sustainability:** Revenue from client contributions will be used solely to support the ongoing delivery and improvement of CHSP services.

## 5. Responsibilities

Accessibility Experts and clients share responsibility for ensuring that fees are applied and managed appropriately.

- Accessibility Experts will:
  - Provide a written quote for the client's acceptance before work commences.
  - Determine and apply fees in a transparent, accessible, and equitable manner.
  - Provide clear and understandable invoices and statements.

- Review fees upon request where there is a change in a client's financial circumstances.
- Ensure the Fee Policy is available in both electronic and printed form and explained to all clients.
- Clients are responsible for:
  - Paying fees as agreed in the accepted quote or notifying Accessibility Experts promptly of any change in financial circumstances.
  - Providing sufficient information to enable an accurate assessment of their ability to pay.

## **6. Fee Assessment and Hardship Provisions**

- Fees will never exceed the actual cost of providing the service.
- Clients who are unable to pay may submit a Hardship Application Request in writing.
- Hardship applications will be assessed by Senior Management.
- Clients experiencing changes in financial circumstances should contact Accessibility Experts to request a review of their fees.

## **7. Invoicing and Payment**

- All quoted charges exclude GST.
- Clients may be invoiced at the commencement and/or completion of a project.
- Accepted payment methods include Direct Debit, Credit Card, and Electronic Transfer (Direct Deposit).

## 8. Non-Payment of Fees

- If payment is not received within 30 days of the due date and no prior arrangement has been made, Accessibility Experts will contact the client to discuss the reason for non-payment.
- The client's financial capacity will be reviewed, and alternative arrangements such as payment plans or fee adjustments may be considered.
- Accessibility Experts will make all reasonable efforts to reach a mutually agreeable resolution.
- Clients will be informed of their right to appeal decisions and to seek assistance from an advocate.
- If payment remains outstanding, a written reminder will be issued requesting payment within 30 days.
- Once all reasonable avenues have been exhausted, the Corporate Manager will determine the appropriate course of action for managing the debt.

## 9. Review and Evaluation

This policy will be reviewed every two years, or sooner if required by changes in legislation, funding guidelines, or organisational practice. Feedback from clients and staff will be considered during each review cycle.

## 10. Related Documents

- CHSP Program Manual (Department of Health and Aged Care)
- Accessibility Experts Client Agreement
- Accessibility Experts Hardship Application Form
- Accessibility Experts Complaints and Feedback Policy

## 11. Policy Approval

Policy Owner: Corporate Manager, Accessibility Experts

Date Approved: 1 November 2025

Next Review Date: TBA

Version: 1.0