



BallyCara Commonwealth Home Support Program (CHSP) Client Contribution Framework

The purpose of this framework is to outline how clients contribute financially to their care and support services under the CHSP. In writing this framework BallyCara has been led by its SONA® Values:

1. **Everyone Matters:** Prioritising each person's well-being.
2. **Creativity:** Collaborating and innovating courageously.
3. **Integrity:** Being authentic and transparent.

These values guide decision-making, strengthen BallyCara's relational approach, and underpin everything BallyCara does.

Following the National Client Contribution Framework, clients participating in the Commonwealth Home Support Program (CHSP), and who have the means to do so, are obligated to provide financial contributions toward their care.

The purpose of this policy is to ensure transparency regarding client contributions for CHSP. As a CHSP service provider, BallyCara aims to facilitate contributions from clients who can afford to support the cost of their services, while safeguarding the most vulnerable individuals.

The objectives of this policy are to:

- Establish a consistent approach to client contributions.
- Enhance the sustainability of CHSP services.
- Ensure CHSP services are delivered & billed within the intent & scope of the Program Manual.
- Provide adequate protections for financially disadvantaged clients.
- Maintain compliance with relevant Legislation, Manuals & Guidelines.

Scope:

- Applies to all clients receiving CHSP services from BallyCara.

Client Contribution Principles:

- **Consistency:** All clients who have the capacity and can afford to contribute to the cost of their care are expected to do so.
- **Transparency:** BallyCara's Client Contribution Policy is publicly accessible and presented in an understandable format.
- **Hardship:** BallyCara recognises that some individuals may experience genuine financial hardship and may be unable to pay the contribution due to circumstances



beyond their control. In such cases, clients and/or the client's representative are encouraged to discuss this during sign-up or with their BallyCara Contact if their financial situation changes.

- **Reporting:** All amounts collected from client contributions/fees will be reported as program income.
- **Fairness:** Consideration will be given to each client's capacity to pay, ensuring contributions do not exceed the actual cost of delivering services.
- **Sustainability:** Revenue from client contributions will be used to support ongoing service delivery and to expand the services BallyCara is currently funded to deliver.

Payment Arrangements

- **Paying your Co-Contribution:** BallyCara bills client contributions monthly and our preferred payment method is Direct Debit.
- **Non-Payment:** BallyCara will discuss the individual reason for non-payment, in consultation with you and/or your representative to promptly resolve any issues. We may enter into a payment of arrears plan, which will be considerate of any financial hardship & our debtor's process. Where you do not engage with us to ascertain/resolve non-payment issues we reserve the right to suspend services until a satisfactory resolution is reached.

CHSP Services

- **CHSP Overview:** CHSP is an entry-level support to help clients to continue to live safely and independently at home. It is suitable for people who can live independently at home and who require small amounts of entry-level support. CHSP is not intended for people with intensive or complex care needs.
- **Couples:** When a client resides with a partner or another person, the client contribution will only apply to the CHSP client. In cases where both individuals are CHSP clients, they will not be required to make separate contributions for services that are shared.
- **Client Contribution Changes:** If there is a change in the client contribution amount BallyCara will notify clients in writing and provide a minimum of 4 weeks' notice.