

Belong Blue Mountains

Commonwealth Home Support Program Services

Participant Contributions for Commonwealth Home Support Programs (CHSP) Policy

About our policy.

This policy is based upon the principles of consistency, transparency, hardship, fairness, and sustainability.

Belong Blue Mountains will make every effort to minimise contribution rates for services it provides.

Participant contributions are encouraged by our funders and assist the organisation to meet financial costs.

All participants who can afford to contribute to the cost of the service received are encouraged to do so.

Where do I find the schedule of rates?

The current Participant contribution schedules can be found on the Belong Blue Mountains website at:

 belongbm.org.au/seniors

If you require a hard copy, please contact your Coordinator or call one of our Belong Blue Mountains Neighbourhood Centres:

 **Katoomba 4782 1117**

 **Mid Mountains 4759 2592**

 **Lower Mountains 4739 1164**

A contribution rate will be published for each service area.

This contribution amount will be applied to each CHSP eligible participant in receipt of Belong Blue Mountains CHSP services.

The information in this brochure is taken from the Belong Blue Mountains Participant Contributions for CHSP Policy. If you would like to read the full policy, we are happy to provide a copy.



BELONG
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COMMUNITY AND NEIGHBOURHOOD SERVICES

Changes to contribution rates.

Any changes to the contribution rates will be communicated to participants in writing.

A minimum of 4 weeks' notice will be given, in writing, to all service participants when there is a change to the scheduled rate.

Belong Blue Mountains reserves the right to change rates in line with CPI and National Wage Increases.

Payment options for contributions.

Belong Blue Mountains has a variety of payment options to assist participants to contribute to the service they receive.

Contributions are payable via EFTPOS over the phone or with our workers via a mobile device.

Alternatively, payment can also be made at our Neighbourhood Centres via cash or cheque.

Financial hardship.

If you are experiencing financial hardship, please contact your service coordinator through one of our Neighbourhood Centres.





Individual circumstances will be considered and various payment arrangements negotiated and organised if needed.

Arrangements may include a payment plan or a submission for a fee waiver.

Please get in touch.

At any time, please get in touch to discuss your service or to cancel a service with reasonable notice. Please contact your Service Coordinator directly, or contact us by phone or email at one of our Neighbourhood Centres...

Monday to Friday 9:00am to 4:00pm

-  **Lower Mountains on 4739 1164**
-  **Mid Mountains on 4759 2592**
-  **Katoomba on 4782 1117**
-  **intake@belongbm.org.au**

Interpreters: We access the National Translating & Interpreting Service.

Feedback or Complaints: We welcome feedback to improve our services. Please contact us directly or alternatively you can access:

- Aged Care Quality and Safety Commission: 1800 951 822
- Older Persons Advocacy Network: 1800 700 600
- NDIS Commission: 1800 035 544 TTY: 133 677
- National Disability Advocacy: disabilityadvocacy@dss.gov.au
- Commonwealth Ombudsman: 1300 362 072



Belong Blue Mountains acknowledges the traditional custodians of the Blue Mountains, the Darug and Gundungurra peoples, and pay our respects to their Elders past, present and emerging.

We are committed to raising awareness of the rich diversity of our community and support the inclusion of all people including our Lesbian, Gay, Bisexual, Transgender, Queer, Intersex + communities.

