



Client Contributions and Financial Support (CHSP)

Ballarat Community Health (BCH) aims to make sure fees are fair, clear, and applied consistently. We also have support in place so that people who cannot afford to pay are not disadvantaged and can still receive services.

Our Commitment to You

Fair and Equal Treatment	Fees are set fairly and based on actual service costs. You will receive the same high-quality care, whether you can pay or not.
Clear Information	We will explain all fees before services start.
Support if You Have Financial Difficulties	If you cannot afford to pay, you will not be refused services. We can help you with reduced fees or payment options.
Honest and Responsible	We report all fees collected as required. Fees help us continue providing services to the community.
Regular Review	Fees are checked yearly to make sure they remain fair.
Feedback and Complaints	You (or your support person) can give feedback or make a complaint at any time via our website or a paper feedback form at our sites.

Why we have this policy

We want to make sure that:

- Staff will talk with you about fees when you start services
- Fees follow Australian Government guidelines
- We only ask for information needed to set your fee (If you choose not to share income details, the highest fee rate may apply)
- You can tell us if you are having money troubles
- If fees change, you will get 4 weeks' written notice

Ballarat Community Health



Paying Your Fees

You will receive a Service Agreement before services begin. It will clearly show how much you need to pay.

Payment Options

We want to make sure that you:

- Pay on the day of service
- Ask for a receipt if you want one

If you cannot pay on the day:

- You will receive an invoice
- Payment is expected within 14 days

If payment is late:

- A reminder will be sent after 30 days

If Fees Are Not Paid

- We will contact you to understand why
- We may offer payment plans or support options

If payment is still not made and you can afford to pay:

- Services may stop
- The unpaid amount may be referred for collection

If You Are Experiencing Financial Hardship

If your financial situation changes:

- Talk to our staff as soon as possible

You may be able to:

- Reduce your fees
- Have your fees waived (not charged)

Important

- A BCH staff member will help submit your request
- Each request is looked at individually, and approved by senior management
- We will ask for some supporting information to submit your request

Refunds

If you paid in advance and services were not provided:

- You can request a refund
- Refunds will be processed within 30 days

Need Help?

If you have questions about fees or payments, please speak to a member of your care team. We are here to help you.

- Financial hardship assistance | My Aged Care
- Aged Care Statement of Rights

Feedback

Your feedback matters. It helps us shape the way we support the community. We welcome feedback at any time. Speak to our team or visit our website bchc.org.au for more information.

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