

Commonwealth Home Support (CHSP) Client Contributio...

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All CHSP services attract some client contribution, this policy describes the rationale for the client contribution towards CHSP services.

1.0 References

- Commonwealth Home Support Programme - Program Manual 2020-2022
(<https://www.health.gov.au/resources/publications/commonwealth-home-support-programme-chsp-manual>)
- National Guide to the CHSP Client Contribution Framework
- Home Care Common Standards
- Aged Care Quality Standards

2.0 Policy Statement

LINC is committed to promoting equity and sustainability through a consistent fees' framework in the provision of Commonwealth Home Support Services. LINC adheres to a principles-based approach to the charging, collecting and reporting of client contributions, ensuring those who can afford to contribute to the cost of their care do so, whilst protecting those most vulnerable.

3.0 Policy Objective

LINC's procedure for determining and requesting a fee contribution is consistent, cost sensitive and fair.

4.0 Client contribution Principles

1. Consistency: All clients who can afford to contribute to the cost of their care should do so. Client contributions will not exceed the actual cost of service provision.

2. Hardship: the policy will include arrangements for those who are unable to pay the requested contribution.

3. Reporting: LINC will report the dollar amount collected from client contributions.

4. Fairness: The Policy will consider the client's capacity to pay and should not exceed the actual cost to deliver the services.

5. Sustainability: Revenue from client contributions will be used to support ongoing service delivery and expand the services we are currently funded to deliver.

5.0 Procedure

Client Contribution Arrangements

- All clients are informed of and given a copy of our CHSP Client Contribution Policy in discussions

about their Service Plan and prior to service delivery.

- Clients have the responsibility to pay fees promptly as specified in the Service Agreement.
- Our preferred method of payment of fees is by direct debit on a fortnightly/monthly basis after

receipt of services.

- Client Contributions rates will be reviewed annually. Clients will be given at least one month's

notice of any changes to the Fees Schedule.

- LINC will aim to collect a minimum of 25% of the organisation's grant revenue for these services.
- Persons requesting a service will be asked whether the contribution will pose a difficulty for

them.

- People receiving services will be encouraged to contact staff at any time if they experience

difficulties with meeting the costs of services.

- People receiving services and/or their advocates have the right to utilise LINC's complaints

process to appeal against a given Client Contribution arrangement.

- Clients are required to provide 24 hours' notice for service cancellation, otherwise the full fee

will be charged.

Non-Payment of Fees

- If a client is identified as being in arrears of at least thirty days of the due date without prior

arrangement, we will contact them and/or their advocate to explore the reasons for non-payment.

- Depending on the circumstances, several fee payment options may be considered.
- All reasonable attempts to negotiate will be made to arrive at a mutually agreed arrangement.
- If ability to pay is not an issue, and payment is still not made, services may be ceased at LINC's

discretion.

- The client will be informed in writing of the decision and will have their right of appeal explained

to them.