

## COMMONWEALTH HOME SUPPORT (CHSP) CLIENT CONTRIBUTION POLICY

<b>Policy Number:</b> 001	<b>Applicable To:</b> Community Care
<b>Owner:</b> General Manager Home and Community Services	<b>Scope:</b> All Community Care Staff

### Purpose

McLean Care Ltd is committed to promoting equity and sustainability through a nationally consistent fees framework in the provision of Commonwealth Home Support Services (CHSP) and ensuring that those who can afford to contribute to the cost of the services they receive do so whilst providing appropriate safeguards for those who are financially disadvantaged taking into account the approval criteria for that service.

When setting and implementing fees McLean Care will apply the Client Contribution Principles provided in *the National Guide to the Client Contribution Framework*.

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

**2. Transparency:** Client contribution policies should include information in an accessible format and be publicly available, given to, and explained to, all new and existing clients.

**3. Hardship:** Individual policies should include arrangements for those who are unable to pay the requested contribution.

**4. Reporting:** Grant agreement obligations include a requirement for providers to report the dollar amount collected from client contributions.

**5. Fairness:** The Client Contribution Framework should take into account the client's capacity to pay and should not exceed the actual cost to deliver the services. In administering this, providers need to take into account partnered clients, clients in receipt of compensation payments and bundling of services.

**6. Sustainability:** Revenue from client contributions should be used to support ongoing service delivery and expand the services providers are currently funded to deliver.

### Exclusions:

Some CHSP activities and services are specifically excluded from this Framework:

- Assistance with Care and Housing sub-programme;
- Sector support and development activities;

### POLICY STATEMENT

McLean Care Ltd recognises its legislative and contractual obligations in relation to the setting, implementing and reporting of client contributions for services delivered by McLean Care Ltd and funded by the Commonwealth under the CHSP grant agreement.

## Client Contribution Arrangements

The schedule of fees will be based on criteria including (but not exclusive to) the actual cost of the service, consistency with other service providers, and indexation rates. Fees will vary across services and remain affordable. Client Contributions will cover all materials used in the delivery of the service not exceeding the cost of the service provision.

McLean Care will endeavour to meet the Commonwealth Home Support Programme (CHSP) Client Contribution Framework (October 2015) aim for total contributions collected to be a minimum of 15% of the organisations grant revenue for these services.

Client Contributions will be reviewed in accordance with McLean Care's Schedule of Fees annually.

Information regarding the Client Contribution will be made readily available via the Mclean Care website and relevant brochures and where required in different formats. Costs relating to services will be explained upon initial contact with the person requesting a service. Where larger or variable costs apply (such as contractor arrangements) information about costs or quotes will be supplied in writing.

Persons requesting a service will be asked whether the contribution will pose a difficulty for them. Inability to pay will not be used as a basis for refusing a service.

Payment plans and options and fee waivers will be considered on a case by case basis and in full consultation with the person requesting the service and / or the preferred advocate. Regularly reviewed operational guidelines will provide administering staff criteria regarding other financial burden and special circumstances such as (but not be limited to) medical, health, essential services, cost of living, other service provider fees, outstanding debts, health status, memory loss, crisis or other diminished capacity.

There may be occasions where a person requesting a service is not eligible for the grant subsidy available and it is deemed appropriate by administration to supply the service to that person if possible. This will be determined on a case by case basis and the person will be charged an unsubsidised contribution that approximates the full cost of the service. Circumstances where this applies may include where the service is purchased as part of a service package provided by another aged care or disability service provider, where the person has exceeded their subsidised allowance / package and seeks to pay privately or where compensation payments apply.

Client contribution arrangements will only apply to CHSP clients. Where more than one individual is a CHSP client they will not be asked to contribute separately.

Where clients are receiving multiple services concurrently, contribution amounts will be bundled to ensure the cost of the combined activities are not prohibitive.

McLean Care will ensure efficient and effective administrative integrity of the implementation of the Client Contribution framework. A record of client contributions will be maintained and reported to the Department of Social Services as per contractual requirements of the funding agreement

People receiving services will be encouraged to contact administering staff at any time if they experience difficulties with meeting the costs of services or are dissatisfied with Client Contribution arrangements. People receiving services and/or their advocates have the right to utilise McLean Cares Complaints process to appeal against a given Client Contribution arrangement.

## **Acknowledgements and References**

National Guide to the CHSP Client Contribution Framework

Programme Manual for the Commonwealth Home Support Programme.