



澳華公會

Australian Chinese Community Association of NSW

Commonwealth Home Support Programme

Client Contribution Policy and Pricing Guide

1.0 Policy Statement

The Australian government funds service providers to help older people live independently in their homes.

Under the Commonwealth Home Support Programme (CHSP) service providers are required to have a documented and publicly available Client Contribution Policy in place that aligns to the Framework and balances the following objective:

- To move towards national fairness and consistency in client contributions
- Improve the sustainability of the CHSP
- Provide appropriate safeguards for financially disadvantaged clients

2.0 Background

The purpose of this policy is to provide a transparent, consistent and sustainable fees model that meets the contractual obligations of our funding agreements while ensuring fairness and consistency in the way in which fees are established, managed and reported. The Government has advised that client contributions should constitute a *minimum* of 15% of our grant revenue, however, inability to pay will not be used as a basis for refusing a service to individuals who are assessed as requiring that service.

3.0 Policy Objective

ACCA seeks a standard financial contribution from clients towards the cost of CHSP services they receive; at a fair and affordable level, but sufficiently flexible to adapt to individual circumstances and align with the CHSP Client Contribution Framework.

ACCA has a range of service types and associated fees. Fee schedules are subject to change and may be updated regularly.

ACCA has adopted the Client Contribution Fee policy and pricing guide under the Commonwealth Home Support Programme considering the following.

4.0 Client Contribution Principles Summary

The client rights to

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.

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.

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

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

Fairness: The Client Contribution Framework takes into account the client's capacity to pay and should not exceed the actual cost to deliver the services. In administering this, ACCA needs to take into account partnered clients and the bundling of services.

Sustainability: Revenue from client contributions should be used to support ongoing service delivery and expand the services ACCA is currently funded to deliver.

Exclusions: There are no current exclusions from the Framework
The client's responsibility to:

ACCA ask clients to pay any fees as listed, however, this can be negotiated or agreed upon or other alternative arrangements before the service activities

- We ask for the client to provide enough information at the time of intake to assess the appropriate Client contribution or fees that apply to activities to help improve their wellness and their goals.

5.0 The Guide to the Framework

The link to the National Guide to the CHSP Client Contribution Framework is available through the Department of Health website

<https://www.health.gov.au/resources/publications/commonwealth-home-support-programme-chsp-manual>

<https://www.health.gov.au/resources/publications/national-guide-to-the-chsp-client-contribution-framework>

6.0 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. Information can be provided in an accessible format on request.
- 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.

- Fees may vary across services
- Client Contribution rates will be reviewed annually. Clients will be given at least one month's notice of any changes to the Fees Schedule.
- ACCA will aim to collect a minimum of 15% 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.
- No client will be refused services because of an inability to pay fees. In this situation, a reduced fee will be negotiated and documented in the Client Service Agreement/Plan.
- 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 ACCA'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 the ability to pay is not an issue, and payment is still not made, services may be ceased at our discretion.
- The client will be informed in writing of the decision and will have their right of appeal explained to them.

The above information relates to the Australian Government Department of Health Publications.

Commonwealth Home Support Programme Manual 2023 - 2024
 Commonwealth Home Support Programme Client Contribution Framework
 National Guide to the Commonwealth Home Support Programme Client Contribution Framework.