

Whiddon
Commonwealth Home Support Program
Client Contribution/Co-payment Policy

Whiddon

Document Control

Title	Community Care Commonwealth Home Support Program Client Contribution/Co-payment Policy
Document Number	00
Version	1.0
Effective Date	29/01/2020
Review Date	May 2025
Initiating service area	Community Care
Release Authority	Clinical Governance Committee

Document Review

Date	Description of review	Initiated by	Version

Contents

- 1. DISCLAIMER..... 4
- 2. SCOPE 4
- 3. COMPLIANCE 4
- 4. POLICY PRINCIPLES..... 4
- 5. ORGANISATIONAL GOVERNANCE 5
- 6. POLICY 6
- 7. DEFINITIONS 7
- 8. LEGISLATION AND STANDARDS..... 7

1. Disclaimer

Whiddon is a large service provider that supports a wide range of people accessing different types of Government funding. Whiddon follows the same process and model of care for all who access our care and supports. The following terms are used interchangeably and differ depending on how the person accesses government funds, clients, consumers, residents and participants.

2. Scope

The scope of this policy is aimed towards Whiddon Home and Community Care clients who receive our CHSP services.

3. Compliance

As a provider of CHSP services, Whiddon is required to have a documented and available contribution policy that aligns to the National Guide to the CHSP Client Contribution Framework. This policy is available for all staff and clients associated with CHSP.

4. Policy Principles

Client contribution policies for the provision of CHSP services should incorporate the principles below:

Consistency

The Australian Government subsidises the CHSP. It is a requirement that all clients, who can afford to, contribute to the cost of their services.

Transparency

- Prospective clients are to be provided with written and verbal information on how fees are structured and determined. Information on the fee structure, payment collection mechanisms and financial implications will be provided during the initial client assessment.
- An interpreter or an Indigenous cultural or ethnic liaison will be engaged when required to ensure the client understands the client contribution requirements.
- All fees will be agreed to and contained within the signed CHSP Service Agreement.

Financial hardship

There will be times when clients are unable to contribute to their service delivery and they will not be disadvantaged if they are unable to afford the service. If unable to contribute to their service delivery, an alternate arrangement will be negotiated with the client and approved by the Senior Community Coordinator. If a client is approved for a reduction or waiver in their contribution, the decision will be reviewed on an annual

basis - in line with the care plan and service agreement.

Reporting

It is a requirement for Whiddon to report the dollar amount collected from client contributions received for CHSP services to the Department of Health and Aged Care.

Fairness

- The client's capacity to pay will be considered when discussing contributions/co-payments to client service delivery. The client contribution will not exceed the actual cost to deliver the service. Individual circumstances will be considered when determining the client contribution. In determining the client's capacity to pay fees, consideration will be given to exceptional and unavoidable expenses.
- Access to Government funded services will be determined based on need with respect to predetermined program eligibility criteria and the ability of the organisation to meet that need rather than the capacity of the client to pay fees.

Sustainability

As the CHSP is subsidised, Whiddon is required to advertise and seek a contribution from clients. This ensures that the program is financially sustainable. The revenue that is received from client contributions is utilised to support the ongoing service delivery.

5. Organisational Governance

Payment of Fees

Introduction

All clients will be provided with clear and accurate information on fees associated with their services, how these fees are determined and options for payment.

Application of Policy

This policy applies to all team members and managers of Whiddon who have responsibility for the care of clients.

Definition

The fees payable for service delivery vary depending upon the program type and the associated Government guidelines (as relevant).

6. Policy

Clients have the right:

- To have their fees determined in a way that is transparent, accessible and fair
- To receive invoices that are clear and in a format that is understandable
- To have their fees reviewed periodically and on request when there are changes to their financial circumstances
- Not to be denied care and services because of their inability to pay a fee for reasons beyond their control.

Clients have the responsibility:

- Clients are responsible for paying agreed contributions and/or fees as per the CHSP Service Agreement or other relevant agreement or negotiate an alternative arrangement with the provider if any changes occur in their financial circumstances.

Payment Arrangements and Invoicing

- Fee invoices will be issued monthly for clients of Commonwealth funded services and payable retrospectively.
- Payment options are outlined during admission.
- Fees and payment arrangements will be reviewed and updated each year or more regularly depending on the client's economic circumstances.
- Clients and/or their chosen representative/s will be notified of any adjustments to the fee schedule including CPI adjustments in writing four weeks prior to the change either via the organisation's newsletter or another form of correspondence.
- Statements will be issued monthly and receipts upon request.
- If a payment is more than a month overdue, the organisation's debt recovery procedure will be initiated.

7. Definitions

Term	Definition
CHSP	Commonwealth Home Support Program – grant funded government subsidised program providing home care to eligible seniors.
Financial Hardship	Having trouble in contributing to the cost of receiving home care services
Client Contribution	The amount that is required for a client to pay to receive their home care services

8. Legislation and Standards

1. [Commonwealth Home Support Programme \(CHSP\) Manual](#)
2. [National Guide to the CHSP Client Contribution Framework](#)