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Commonwealth Home Support Program

Client Contribution Procedure
(Updated March 2019)

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Purpose

CPL's Commonwealth Home Support Program (CHSP) service provider, is required to have a documented and publicly available client contribution position (procedure) in place that aligns to the Client Contribution Framework.

Scope

As outlined in the National Client Contribution Framework, Commonwealth Home Support Program (CHSP) clients who can afford to contribute to the costs of their package of care or support are required to make financial contributions to that package.

Procedure

CPL Aged Care clients are required to contribute towards the cost of the service where possible. All persons who can afford to contribute should be charged a contribution fee, where a contribution fee is payable.

CPL services are 'needs driven'. Priority for receipt of a service is determined on the basis of assessed need- rather than the person's capacity to pay. Inability to pay cannot be used as a basis for refusing a service to people who are assessed as requiring that service.

The procedure for determining and requesting a fee contribution is consistent, cost sensitive and fair. Discussions will take place with the customer to assess their ability to contribute and a Fee Reduction form will be completed if applicable.

Complaint and review mechanisms are promoted and accessible to clients. Fees collected is reported to the appropriate authority. Fee arrangements are periodically reviewed to ensure cost alignment, consistency and equity.

CHSP-funded services procedures are focused on individual needs and ability to pay. Individuals with high and/or multiple service needs are not to suffer hardship due to the imposition of multiple service fees.



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If a client has received (or is receiving) a compensation payment that is intended to cover some or all of the costs of home based care and services, the full cost of the service/s should be requested.

Where services are provided to partnered clients and both individuals are CHSP clients they will not be separately asked to contribute. For example, if a one-hour cleaning service is provided to a couple in their home, the contribution amount will reflect only one hour for service (not one hour per client).

At intake the Service Facilitator will discuss the fees with the client or carer/advocate, assessing whether they are able to contribute towards the cost of services.

Service Facilitators are expected to consider flexible arrangements for those who are unable to pay the requested contribution. The Service Facilitator will have a discussion with each client regarding contribution amounts. If there are indicators of financial hardship, or if the client thinks that meeting the standard contribution amount will disadvantage them, this will be considered and an application for Fee Reduction is to be completed.

During the application process an appropriate contribution will be agreed upon and where absolutely necessary reduced or waived. Each person is considered on an individual basis and the agreed contribution amounts are documented in the Client Service Agreement. Where the client or advocate finds it difficult to nominate a contribution amount, the Service Facilitator will advise that 10% or 15% of the total cost is generally used as a guide. The Service Manager is the approver for any fee reduction or waiver.

The Client Contribution Fee will vary according to the type of service provided.