

Client contributions play an important role in delivery of City of Unley (CoU) Commonwealth Home Support Program (CHSP), with generated funds used to expand or enhance program services for the benefit of all eligible clients as well as carers.

A schedule of client contributions is based on the National Guide to the CHSP Client Contribution Framework and is reviewed annually.

Our CHSP uses the [National Guide to the CHSP Client Contribution Framework](#) to assist with the establishment of flexible options for client contribution arrangements

The framework seeks a contribution from clients toward the cost of services they receive, at a level that is fair, affordable and also flexible to adapt to individual situations and circumstances.

### Responsibilities and delegations

This protocol applies to	City of Unley staff, volunteers, contractors, and any other person involved in the delivery of our CHSP
Specific responsibilities	CHSP Program Coordinator Team Leader Community Support and Wellbeing Manager Community Connections
Protocol approval	CoU Manager Community Connections

### Protocol context – this protocol relates to:

Standards	Aged Care Quality Standards: <ul style="list-style-type: none"> <li>Standard 1. Consumer dignity and choice</li> <li>Standard 2. Ongoing assessment and planning with consumers</li> <li>Standard 3. Personal care and clinical care</li> <li>Standard 4. Services and supports for daily living</li> <li>Standard 5. Organisation's service environment</li> <li>Standard 6. Feedback and complaints <ul style="list-style-type: none"> <li>Standard 7. Human resources</li> <li>Standard 8. Organisational governance</li> </ul> </li> </ul>
Legislation	All relevant legislation – see Appendix 1
Organisation policies and processes	All relevant City of Unley policies and processes, including CHSP protocols – see Appendix 1
Forms, record keeping, other documents	Request for Contribution Review form CHSP Client Contribution Schedule City of Unley Commonwealth Home Support Program Client Information Booklet CHSP Advocacy Fact Sheet CHSP Compliments, Complaints and Appeals Fact Sheet CHSP Privacy, Confidentiality and Access to Personal Information Fact Sheet Charter of Care Recipients' Rights and Responsibilities –

	<p>Home Care.</p> <ul style="list-style-type: none"> <li>• CHSP Protocols – see Appendix 1</li> <li>• Work Instructions – see Appendix 1</li> <li>• How To documents – see Appendix 1</li> </ul>
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**Definitions**

**Organisation** is the City of Unley Commonwealth Home Support Program.

**Worker** is any City of Unley employee, volunteer, contractor, or person in a paid position, acting on or behalf of the City of Unley or our Commonwealth Home Support Program.

**Procedure**

The City of Unley CHSP’s contribution schedule encompasses the following principles:

- **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 should include arrangements for those who are unable to pay the requested contribution
- **Reporting** – Grant agreement obligations include a requirement for service providers to report the dollar amount collected from client contributions
- **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, service providers need to take into account partnered clients, clients in receipt of compensation payments and bundling of services
- **Sustainability** – Revenue from client contributions should be used to support ongoing service delivery and expand the services providers are currently funded to deliver.

The Team Leader Community Support and Wellbeing establishes the contributions for new programs and services as part of the annual business planning and budgeting process – and conducts an annual review of the contribution schedule across all existing services – making recommendations as part of council’s business operations.

All client contributions are established with the client prior to services being delivered.

Ultimately, the expectation remains that clients who can afford to contribute to the cost of their own care do so, whilst protecting those most vulnerable.

All client contributions are within the reasonable client contribution range for each service type according to the CHSP national unit price ranges. These ranges are also used to assist with the implementation of this protocol and its regular review.

The City of Unley CHSP does not set unreasonable minimum service times, or charge for time where services are not being delivered (for example, charging a client two hours for a

30-minute service). Any change to minimum service times is negotiated with the client and deemed reasonable and justifiable.

### **Increases to contributions**

Any increase in client contributions by the CoU CHSP are made in light of the contribution protocol. Increases are carefully considered, to ensure access remains reasonable and justifiable.

Notification of increases to client contributions requires three months' notice to all CoU CHSP clients before the increase occurs, and is discussed with the client as required, with financial hardship provisions considered, where appropriate.

As soon as any increases to contributions are set, all printed materials and information on Council's website is updated to reflect the new contribution schedule. With all increases subject to the usual evaluation process in terms of ability to pay (i.e. an agreed contribution may be negotiated).

### **Client contributions**

At their assessment for service, the client, their carer or advocate is informed of:

- The relevant contribution for each service
- The method of collection
- Their right to request a contribution review.

Client contributions may be:

- A set fee for a specific service or program session
- The cost of a service less a subsidy amount, or
- An hourly rate.

For services charged at an hourly rate:

- The contribution is charged in half-hourly increments
- Where a service exceeds one hour, additional time is also charged in half-hourly increments or part thereof.

For all services, a contribution based on the client's capacity to pay, is negotiated using a *Request for Contribution Review* form.

### **Reducing or waiving an individual client contribution**

Evaluation of a client's access to reduced or waived contributions should always:

- Be conducted as simply and unobtrusively as possible – with consideration of the applicant's dignity
- Respect the applicant's right to privacy and confidentiality
- Take account of the situation of any special needs
- Takes account of multiple service needs

Review of a client's access to reduced or waived contributions can occur:

- At intake assessment or commencement
- When there is an increase in scheduled program contributions
- When the client's circumstances change, or

- At any time when requested.

If a client (or their carer or advocate) requests a contribution review:

- During an in-home Intake or review, the *Request for Contribution Review*, which is a simple easy to use tool completed and the document returned to the Team Leader Community Support and Wellbeing, who determines the contribution deduction based on the responses on the tool. The client is then advised of the outcome and the required contribution (if any)
- Information about the City of Unley's *Compliments, Complaints and Appeals* process is posted to the client with a confirmation letter of the new agreed upon contributions.

When a contribution review results in a reduction or waiving of a contribution, the client is provided with a *Contribution Review Approved* letter.

When a contribution review does not result in a reduction or waiving of a contribution, the client is:

- Advised of the reason(s) the request has not been upheld
- Advised of their right to appeal the decision
- Provided with
  - A *Contribution Review Not Approved* letter,
  - The *City of Unley Commonwealth Home Support Program Client Handbook* (which includes information about appeals), and
  - The *Commonwealth Home Support Program Advocacy Fact Sheet*.

Services are not refused simply because a client is unable to pay an increased contribution.

### **Collection of contributions**

Contributions may be paid in cash, cheque, credit card or any other arrangement that is agreed to by the respective Program Coordinator.

Cash contributions are paid on the day of service and a receipt issued for monies collected, unless clients have arranged to be provided with an invoice, in which case, options for payment terms include:

- Per session or visit (according to hourly rate and time consumed),
- Weekly
- Fortnightly
- Monthly

Payments cannot exceed the agreed contribution amount calculated by the Team Leader Community Support and Wellbeing, according to the CoU CHSP Contribution Schedule.

Clients receiving multiple services through the CHSP will not pay more than \$152.00 per fortnight, regardless of how many services are accessed. This is the equivalent to the cost a Home Care Package basic daily fee.

Where two or more CHSP eligible people are living in the same household and are receiving the City of Unley CHSP services, the cost of services will be attributed to one person per service.

To support appropriate management of contributions, relevant staff receive training (and annual updates) about the process.

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***End of protocol***

*Funded by the Australian Government Department of Health.*

*Although funding for this program has been provided by the Australian Government, the material contained herein does not necessarily represent the views or policies of the Australian Government.*

*Kaurna Country*

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## **Appendix 1 – Relevant Materials**

### **Commonwealth Legislation and Principles**

- *Aged Care Act 1997 (Cth)*
- *Age Discrimination Act 2004 (Cth)*
- *Fair Work Act 2009 (Cth)*
- *Privacy Act 1988 (Cth)*
- *Racial Discrimination Act 1975 (Cth)*
- *Sex Discrimination Act 1984 (Cth)*
- Aged Care Legislation Amendment (Quality Indicator Program) Principles 2019
- Accountability Principles 2014
- Quality of Care Principles 2019
- Records Principles 2014
- User Rights Amendment (Charter of Aged Care Rights) Principles 2019

### **State Legislation**

- *Advance Care Directives Act 2013 (SA)*
- *Ageing and Adult Safeguarding Act 1995 (SA)*
- *Carer Recognition Act 2005 (SA)*
- *Disability Services Act 1993 (SA)*
- *Disability Inclusion Act 2018 (SA)*
- *Equal Opportunity Act 1984 (SA)*
- *Guardianship and Administration Act 1993 (SA)*
- *Local Government Act 1999 (SA)*
- *Powers of Attorney and Agency Act 1984 (SA)*
- *The Mental Health Act 2009 (SA)*
- *Public Health Act 2011 (SA)*
- *Work Health and Safety Act 2012 (SA)*
- South Australian Charter of Rights and Freedoms of Vulnerable Adults

### **City of Unley Council Policies**

- Code Of Conduct for Employees
- Community Engagement and Consultation Policy
- Customer Complaint Policy
- Risk Management Policy
- Safe Environment Policy
- Volunteer Management Policy

### **City of Unley CHSP Protocols**

- Access to Services
- Advocacy and Support
- Aged Care
- Budget Management and Monitoring
- Assessment and Review of Clients
- Carer Recognition
- Client Records

- Client Rights
- Complaints Management
- Confidential Information Access
- Confidentiality – Business and Personnel
- Decision-Making and Choice – Clients
- Demand and Capacity Management
- Diversity and Cultural Inclusion
- Duty of Care
- Elder Financial Abuse
- Emotional Wellbeing
- Feedback
- Filing and Records Management
- Independent Contractors
- Information About Services
- Intake and Referral
- Money Management for Clients
- Open Disclosure
- Participation, Social Inclusion, and Partnering with Clients
- Privacy
- Publications and Newsletters
- Special Needs
- Transition or Exit from Service

#### **City of Unley CHSP Work Instructions**

- 6-week Wellness and 12-week Re-ablement Checks
- Appropriate Access to Information
- Banking and Cash Reconciliation
- Buddies at Breakfast
- Change in Care Needs
- Client Correspondence and Important Information Provision
- Client Information Brochures
- Client Information Pack
- Client Service Review
- Compliments, Complaints and Feedback
- Negotiated Contribution Review
- On-boarding New CHSP Staff
- Priority of Access
- Providing Individualised Diverse and Special Needs Services
- Staff Development
- Welcome and Wellness Client Intake Process
- Wellbeing Bus Trips

### **City of Unley CHSP Internal Tools and Templates**

- Information Document – Service Specific Goal-setting

### **City of Unley CHSP How To Documents**

- Add a new client records the SMS database
- Add and change recurring services in SMS
- Add annual review information and services to the client record in SMS
- Arrange a Part 2 intake or review appointment
- Book a technology assistance service
- Capture client feedback
- Cash banking
- Engage an interpreter
- Enter a one-off service into the SMS database
- Enter a smoke alarm service and WHS information into SMS
- Enter home modification quotes/invoices into SMS
- Enter, maintain and update mandatory CHSP training into SkyTrust
- Generate a welcome and wellness intake form for an existing client in SMS
- Mark client services as deleted, cancelled or short-term exited
- Prepare, carry out and complete a six week wellness and 12 week reablement check-in
- Prepare, carry out and complete a client services review
- Prepare, carry out and complete a welcome and wellness intake
- Process home modifications
- Process incoming MAC referrals
- Suspend/unsuspended recurring services in SMS