

City of Unley Commonwealth Home Support Program Client Contribution Policy

We are committed to promoting equity and sustainability through a nationally consistent fees framework (called contributions) in the provision of Commonwealth Home Support Services. We adhere to a principles-based approach to the charging, collecting, and reporting of client contributions, ensuring those who can afford to contribute to the cost of their care do so, whilst protecting those who are the most vulnerable.

Client Contribution Principles

- 1. Consistency:** All clients who can afford to contribute to the cost of their care should do so. Client contributions will 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:** The Policy will include arrangements for those who are unable to pay the requested contribution.
- 4. Reporting:** We report on the dollar amount collected from client contributions to the Commonwealth Government.
- 5. Fairness:** The Policy will consider the client's capacity to pay and should not exceed the actual cost to deliver the services. In administering this. We consider partnered clients, clients in receipt of compensation payments and bundling services.
- 6. Sustainability:** Revenue from client contributions is used to assist with ongoing service delivery and to support as many people as possible to receive the services we are currently funded to deliver.

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 their contributions promptly as specified in the Service Agreement.

Our preferred method of payment of contributions is by payment to the worker on the day of the service, direct debit or invoicing after receipt of services.

Client Contribution rates are reviewed annually. Clients are given at least three months' notice of any changes to the Client Contribution Schedule.

Persons requesting a service are asked whether the contribution will pose a difficulty for them.

No client is refused services because of an inability to pay. In this situation, a reduced fee will be negotiated and documented using a Negotiated Contribution Agreement form.

People receiving services are 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 our complaints process to appeal against the findings of a Negotiated

Contribution Agreement should they not be satisfied with the outcome of the process. We are committed to working with our clients to keep services affordable for everyone.

Clients are required to provide 24 hours' notice for service cancellation, otherwise a cancellation fee may be charged.

Non-Payment

If a client is identified as being in arrears of at least 30 days of the due date for payment for their services without prior arrangement, we will contact them and/or their advocate to explore the reasons for non-payment.

Depending on the circumstances, other payment options may be considered.

All reasonable attempts to negotiate are made to arrive at a mutually agreed payment arrangement.

If ability to pay is not an issue, and payment is still not made, services may be put on hold until payment is made or in some circumstances ceased at our discretion.

The client is informed in writing of the decision and has their right of appeal explained to them.

Commonwealth Seniors' Health Care Card

Some self-funded retirees may be eligible for a Commonwealth Seniors Health Card, which will reduce your contribution to services through the City of Unley Commonwealth Home Support Program.

For information, telephone Centrelink on 13 23 00, visit your nearest Centrelink Customer Service Centre or view information at humanservices.gov.au

In general, the card is available to Australian residents who have reached aged pension age, but do not qualify for an aged pension or pension from the Department of Veterans' Affairs and meet an income test.

What to do if you have a Concern

If you are concerned about the payment of your contribution for services under the City of Unley Commonwealth Home Support Program, please discuss this with your Program Coordinator.

There are also two other Fact Sheets that provide useful information about how to manage any concerns you may have:

- City of Unley Commonwealth Home Support Program – Advocacy; and
- City of Unley Commonwealth Home Support Program – Compliments, Complaints and Appeals.

These will help if you are unable to resolve concerns by talking to your Program Coordinator.

City of Unley Commonwealth Home Support Program Contacts

Office hours are Monday to Friday 8.30am to 5pm

Team Leader Community Support & Wellbeing
8372 54111

In-Home Support Program
8372 5198

Wellbeing Programs
8372 5198

Community Transport
8372 5198

Community Bus Program
8372 5131

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.

Kauma Country