

CHSP Customer Contribution Policy

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Scope

Entity	Service	Applicable to
Indigo Australasia	All Commonwealth Home Support Services	All Customers in receipt of Commonwealth Home Support Funded Services
Exclusions: None		

1. PURPOSE AND BACKGROUND

In October 2015, a principles-based Client Contribution Framework (the Framework) was introduced by the Commonwealth Home Support Service Program (CHSP).

The framework was designed to support financial sustainability of the CHSP whilst creating fairness and consistency in a way that both new and existing customers contribute to the cost of their care.

2. COMMITMENT AND INTENT

Indigo Australasia (Indigo) is committed to promoting equity and sustainability through a consistently applied customer contribution framework for all customers receiving services under the CHSP.

Indigo adheres to a principles-based approach to the charging, collecting, and reporting of customer contributions, ensuring those who can afford to contribute to the cost of their care do so, whilst protecting those most vulnerable.

3. GUIDING PRINCIPLES

The CHSP Customer Contribution Policy is guided by the following principles:

- *Consistency* – All customers who can afford to contribute to the cost of their care should do so. Customer contributions should not exceed the actual cost of the service provision.

- *Transparency* – The customer contribution policy will include information in an accessible format and be publicly available on the website, given to customers prior to service and explained to all new and existing customers.
- *Hardship* – The customer contribution policy will include arrangements for those who are unable to pay the requested contribution.
- *Reporting* – Indigo will report the total dollar amount collected from customer contributions as per the requirements of the grant agreement.
- *Fairness* – The customer's capacity to pay will be considered and should not exceed the actual cost to deliver the service. The customer contribution policy takes into account partnered customers, customers in receipt of compensation payments and bundling of services.
- *Sustainability* – The revenue from customer contributions will be used to support ongoing service delivery and expand the services Indigo are currently funded to deliver.

4. PROCESS STATEMENT

All customers are informed of and advised how to access our CHSP Customer Contribution Policy prior to the commencement of services. Information can be provided in an accessible format on request and includes the use of interpreters as required.

The customer contribution will be advised to the customer and payment requested prior to commencement of services or supply of any equipment.

Customer contribution rates are reviewed annually. Customers will be given at least one month's notice of any changes to the Customer Contribution Schedule.

Where a customer expresses an inability to contribute towards the cost of their service due to extenuating hardship circumstances a confidential discussion will be held to discuss the circumstances and potentially negotiate a reduced contribution, extended payment period or waiving of contribution where appropriate.

Where a customer and their partner are receiving services at the same time, a reduced contribution will be negotiated as will be the case where a customer is receiving multiple services at the same time.

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

Customers and their advocates have the right to utilise Indigo's complaints process to appeal against any customer contribution arrangement.

Customers are encouraged to contact Indigo directly should they wish to discuss their customer contribution further.

5. GOODS AND EQUIPMENT OR HOME MODIFICATIONS

In circumstances where the customers total cost of service is above the limits allowed under CHSP, a gap payment is required to be paid for goods and equipment or home modifications. In instances where the gap payment is required, it is unable to be waived and payment in full must be made before services can be supplied.

6. RELATED DOCUMENTS

- Commonwealth Home Support Program – Program Manual 2020-2022
- National Guide to the CHSP Client Contribution Framework
- Aged Care Quality Standards

7. DOCUMENT MANAGEMENT

Date Created: 17/08/2021	Date Endorsed: 17/08/2021	Next Review Date: 17/08/2022
Date Reviewed: Click here to enter date.	Reviewed By: Click here to enter text.	Approved By: Click here to enter text.
Comment: Click or tap here to enter text.		