

Client Contribution Policy

Document No: IDG-SD-POL-008

Published Date: 07/07/2023

1. Purpose

To support the Client Contribution Framework within the Commonwealth Home Support Programme (CHSP) and guide a clear and consistent process for client contribution collection.

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. Scope

This policy applies to those clients receiving confirmed service delivery of the Commonwealth Home Support Programme (CHSP), those service areas being Allied Health Occupational Therapy, Allied Health Physiotherapy and Home Modifications.

3. Policy Statement

The Organisation is committed to promoting equity and sustainability through a consistently applied customer contribution framework for all customers receiving services under the CHSP.

The Organisation 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.

4. 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.

- 4.1. Customer contribution rates are reviewed annually, and customers will be given at least one month’s notice of any changes to the Customer Contribution Schedule.
- 4.2. Where a customer expresses an inability to contribute towards the cost of their service due to extenuating hardship or 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.
- 4.3. 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.
- 4.4. 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.
- 4.5. Customers and their advocates have the right to utilise Indigo’s complaints process to appeal against any customer contribution arrangement.
- 4.6. Customers are encouraged to contact Indigo directly should they wish to discuss their customer contribution further.

5. Governance

Associated Framework	National Guide to the CHSP Client contribution Framework – January 2018
Associated procedures/ documents	Commonwealth Home Support Program - Program manual 2023-24 Aged Care Quality standards
Division	Aged Care Services
Approval	Aged Care Manager
Endorsement	Executive
Owner	Aged Care Manager
Date effective	17/08/2021
Review date	27/03/2024
Revisions	07/07/2023 – Review, update and rename policy to Client Contribution Policy.
Version	3

For advice and support please contact the Quality Lead at
Quality@indigosolutions.org.au