



Purpose

CPL as a Commonwealth Home Support Program (CHSP) service provider is required to have a documented and publicly available client contribution policy 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.

Principles

Principles	Explanation
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.
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 consideration	The policy will include arrangements for those who are unable to pay the requested contribution.
Reporting	CPL will report the dollar amount collected from client contributions.
Fairness	The policy will take into account the client's capacity to pay and should not exceed the actual cost to deliver the services. In administering this, CPL will take into account partnered clients, clients in receipt of compensation payments and bundling of services.
Sustainability	Revenue from client contributions will be used to support ongoing service delivery and expand the services we are currently funded to deliver.

Policy

CPL Aged Care clients are required to contribute towards the cost of the service they receive. All persons who can afford to contribute to the cost of their care will do so through a client contribution co-payment. Clients who are unable to contribute to the cost of their service can apply for a fee reduction by completing a fee reduction application. 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. Complaint and review mechanisms are promoted and accessible to clients. Fees collected are reported to the appropriate authority. Fee arrangements are periodically reviewed to ensure cost alignment, consistency, and equity.

CHSP-funded service 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.

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



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Aged Care Client Contribution Policy

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. Clients who indicate they are unable to contribute to the cost of their services will be assisted to complete a fee reduction application. CPL will consider flexible arrangements for those who are unable to pay the requested contribution. Service Facilitator will have a discussion with each client regarding contribution amounts prior to service deliver. 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 necessary reduced or waived. Each person is considered on an individual basis and the agreed contribution amounts are documented in the Client Service Agreement. The Client Contribution Fee will vary according to the type of service provided.

Definitions

Abbreviation/Acronym	Definition
Advocate	Person representing the client.
Client	People who are funded and supported under the Commonwealth Home Support Program (CHSP).
Client Contribution Fee	Refers to the money paid to CPL by the client using the service.