

CHSP HOME MODIFICATION CLIENT CONTRIBUTION POLICY



Policy Statement:

TPG Aged Care recognises its legislative and contractual requirements in relation to the setting, implementing and reporting of client contributions for services delivered under the Commonwealth Home Support Programme (CHSP). Inability to pay will not be used as a basis for refusing a service.

Purpose

The purpose of this policy is to move towards a nationally consistent approach of financial sustainability for the provision of services from the Commonwealth Home Support Programme (CHSP), to ensure the consistency of contributions so that clients who can afford to contribute to the cost of their services do so, while also providing safeguard arrangements for those financially disadvantaged clients experiencing hardship.

Policy

- 1 When setting and implementing fees, TPG Aged Care will apply the Client Contribution Principles provided in the *National Guide to the Client Contribution Framework*.
 - **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 providers to report the dollar amount collected from client contributions.
 - **Fairness:** The Client Contribution Framework should take into account the clients capacity to pay and should not exceed the actual cost to deliver the services. In administering this, 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.
- 2 TPG Aged Care reviews the schedule of fees and charges on an annual basis based on criteria that include (but not limited to) the Consumer Price Index, the cost to deliver services, associated costs and consistency with other service providers.
- 3 Inability to pay will not be used as a basis for refusing a service.
- 4 The General Manager has the authority to waive or reduce client contribution charges based on individual circumstances and in accordance with terms and conditions of the grant or can delegate the authority to waive or reduce to the appropriate employee.
- 5 CHSP support coordinators or nominee, together with the clients and/or their carer, family, are responsible for completion of fee waiver or reduction form for those who are experiencing financial hardship. Clients are required to provide TPG Aged Care with any information that TPG Aged Care reasonably request to determine the Client Contribution that must be paid.