

## Policy Statement:

Annecto 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.

### 1. Purpose

- 1.1 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.

### 2. Scope

- 2.1 This policy applies to clients that have been approved as eligible and referred to receive supports from the Commonwealth Home Support programme and to all employees, volunteers and contractors that are involved in providing supports from the program's services.

### 3. Definitions

- 3.1 **CHSP** is the Commonwealth Home Support Programme.
- 3.2 **Client Contribution** is the fee the client pay to annecto for the services provided under the Commonwealth Home Support Programme.
- 3.3 **Employee** is any person who is employed by annecto.

### 4. Policy

- 4.1 When setting and implementing fees, annecto 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.

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- 4.2 Annecto 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.
- 4.3 Inability to pay will not be used as a basis for refusing a service.
- 4.4 The CEO 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.
- 4.5 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 would need to provide annecto with any information that annecto reasonably require to determine the Client Contribution that must be paid.

## 5. Relevant references and links

- Australian Government, Department of Health, National Guide to the CHSP Client Contribution Framework.
- Australian Government, Department of Social Services, Chapter 4 – Client Contribution Framework.
- Commonwealth Home Support Programme manual
- Commonwealth Home Support Programme Guidelines Overview July 2015
- Living well at home: Commonwealth Home Support Programme Good Practice Guide CHSP June 2015
- Schedule – Comprehensive Grant Agreement Home Support - 1.11.2015 – 30.11.2018 (funding extension document until 2020 - <https://agedcare.govcms.gov.au/programs/commonwealth-home-support-programme/frequently-asked-questions-for-chsp-funding-extension> )

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