

<p>Policy Statement</p>	<p><i>Cobram Regional Care has a responsibility for the administration of the grant funded Commonwealth Home Support Programme (CHSP), and to ensure an equitable approach to determining client contributions.</i></p> <p><i>This policy provides a transparent, consistent, and sustainable fees model that considers the ability of individuals to contribute financially and includes the provision of safeguards for those who are financially disadvantaged.</i></p>
<p>1. Scope</p>	<p>1.1 This policy applies to:</p> <ol style="list-style-type: none"> 1. Cobram Regional Care employees for the purpose of determining or reviewing the applicable fee for new and existing Home & Community Support clients. 2. All Cobram Regional Care consumers and/or their representatives currently in receipt of Cobram Regional Care Home & Community Support services. <i>Note – for the purpose of the CHSP legislation, ‘consumers’ are hereto referred to as ‘clients’.</i>
<p>2. Roles And Responsibilities</p>	<p>2.1 Executive and Committee of Management – establishes and monitors overarching finance policies and procedures which determine the CHSP fee structure.</p> <p>2.2 Home Care Coordinator - provides management oversight over program deliverables as per relevant funding and service agreements, and ensures adequate processes are in place.</p> <p>2.3 Case Manager – provides information to the consumer (‘client’) about the organisational policy on client contributions, and related fees applicable to the approved services as identified on the consumer support plan.</p> <p>2.4 Corporate Services Coordinator - ensures efficient and effective administration of Client Contributions and any related financial audits.</p>
<p>3. Client (Consumer) Contributions Framework – Principles</p>	<p>3.1 Cobram Regional Care is committed to supporting the CHSP client contribution principles:</p> <ol style="list-style-type: none"> 1. Consistency: All consumers 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. 2. 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. 3. Hardship: Individual policies should include arrangements for those who are unable to pay the requested contribution. 4. Reporting: Grant agreement obligations include a requirement for service providers to report the dollar amount collected from client contributions. 5. Fairness: The Client Contribution Framework should take into account the client’s capacity to pay and should not exceed the actual cost to deliver the services. In administering this, service providers need to take into account partnered clients, clients in receipt of compensation payments and bundling of services. 6. Sustainability: Revenue from client contributions should be used to support ongoing service delivery and expand the services providers are currently funded to deliver. <p>3.2 Further explanation and case studies are provided in the separate National Guide to the Client Contribution Framework.</p>
<p>4. Consistency - Payment of Fees / Contributions</p>	<p>4.1 All Clients who can afford to contribute to the cost of their care should do so.</p> <p>4.2 Client contribution will not exceed the actual cost to deliver the services.</p> <p>4.3 Clients are required to provide 24-hours’ notice for service cancellation, otherwise the full fee will be charged.</p> <p>4.4 Clients have the responsibility to pay fees promptly as specified in the Service Agreement.</p> <p>4.5 The organisation’s preferred method of payment of fees is by direct debit monthly after receipt of services.</p> <p>4.6 People receiving services will be encouraged to contact staff at any time if they experience difficulties with meeting the costs of services.</p> <p>4.7 No client will be refused services because of an inability to pay fees. In this situation a reduced fee will be negotiated and documented in the Service Agreement.</p>

5. Transparency	<p>5.1 Client Contributions rates are reviewed annually and published on Cobram Regional Care's Website www.cobramregionalcare.com.au</p> <p>5.2 Fees are standard across service types and are clearly explained at the time a service is requested.</p> <p>5.3 Clients will be given at least one month's notice prior to any changes to the Fees Schedule.</p> <p>5.4 All fees and payment terms are clearly explained to clients before proceeding, as is the client's commitment to meet their financial obligations.</p>
6. Hardship	<p>6.1 Cobram Regional Care supports clients who cannot afford to contribute towards the cost of their care and supports and ensures that those who are most vulnerable are protected.</p> <p>6.2 The client's socio-economic circumstances must be considered, and flexibility arrangements extended where appropriate.</p> <p>6.3 Should a client be experiencing hardship, the CEO/DON has the discretion, as appointed by the Committee of Management to waive all/part of their fees as deemed appropriate.;</p>
7. Reporting	<p>7.1 Cobram Regional Care will report the dollar amount collected from client contributions as per the Grant agreement obligations.</p>
8. Fairness	<p>8.1 Where a client accesses more than one service type (for example, a client may receive both Home Maintenance and Domestic Assistance) flexibility may be considered in the client contribution arrangements.</p> <p>8.2 Couples - Where both individuals are CHSP clients they should not be asked to contribute separately for the same service - for example if a one-hour cleaning service is provided to a couple in their home, the contribution amount should reflect only one hour (not one hour per client).</p>
9. Sustainability	<p>10.1 Revenue from client contributions will be used to support ongoing service delivery including expansion of services with due consideration to service demands, in accordance with the terms and conditions of the grant funding.</p> <p>10.2 Cobram Regional Care will work towards collecting a minimum of 15% of the organisation's grant revenue for these services.</p>
Review	<p><i>This policy is reviewed every three years, or more frequently in response to identified risk, or where legislative or best-practice changes require amendment.</i></p>