

CHSP Contribution Framework Policy

Policy

It is the policy of Alliance Community to adhere to a principles based approach to charging, collecting and reporting of client contributions.

Alliance Community will support clients who cannot afford to contribute towards the cost of their care and supports, and ensure that those who are most vulnerable are protected. CHSP Assessors must take an individualised approach when considering the contribution to be charged. The client's socio-economic circumstances must be taken into account and flexibility arrangements extended where appropriate.

Procedure

CHSP Assessors are expected to consider flexible arrangements for those who are unable to pay the requested contribution. The CHSP Assessor will have a discussion with each client regarding contribution amounts. 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 appropriate contribution will be agreed upon and where absolutely necessary waived. Each person is considered on an individual basis and the agreed contribution amounts are documented in the Client Agreement.

Flexibility Arrangements

Couples - Client contribution arrangements only apply to people who are CHSP clients. This is relevant where a client does not reside alone or where services are provided to partnered clients. 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).

Multiple Service Access (Bundling) – Where a client accesses more than one service type (for example, in South East Sydney Region a client may receive both Personal Care and Domestic Assistance assistance) flexibility may be considered in the client contribution arrangements. For example, clients might be expected to contribute for each instance of a service they receive subject to their capacity to pay. In some cases however, where multiple services are provided concurrently, it might be appropriate to 'bundle' the contribution amounts to ensure cost of the combined activities are not prohibitive. For example there may be a bundled 2 hour service of PC and DA services. A contribution is only charged for 2 hours.

Standard Contribution Amount and Adjustments

The standard contribution amount for 1hr of CHSP service delivery is \$14/hr. (correct at 1/8/18) The contribution rate will be reviewed every 12months and any increase will be communicated with a minimum of 30 days' notice in writing. Written communications will inform clients of the process to make an enquiry or seek support about the contribution adjustment. This is also communicated by CHSP Assessors and coordination team when speaking with clients via telephone.

Reporting

Grant agreement obligations include a requirement for Alliance Community to report the dollar amount collected from client contributions. Contribution amounts are also documented in the Procura Episode Folder.

Expected Outcome

Revenue from client contributions is used to support ongoing service delivery and expand the services Alliance Community is currently funded to deliver.

References

National Guide to the CHSP Client Contribution Framework -

<https://agedcare.health.gov.au/programs-services/commonwealth-home-support-programme/national-guide-to-the-chsp-client-contribution-framework-the-guide>

Commonwealth Home Support Programme – Program Manual 2018