

Campbelltown HSP Client Contribution Procedure

Administrative Procedure



Reference Number	2799668	Responsible Department	Community Services & Social Development
Related Procedures	<ul style="list-style-type: none">• CHSP Assessment, Reassessment & Review• CHSP Feedback & Complaints• Diversity	Related Policies	Campbelltown City Council Schedule of Fees and Charges
Date of Initial Adoption	2012	Last Reviewed	August 2022 July 2023

1. Introduction

Council is committed to supporting eligible residents to remain independent for as long as possible at home and in the community through the Campbelltown Home Support Program (Campbelltown HSP).

Campbelltown HSP charges client contributions to ensure a sustainable, fair and equitable service for more eligible older people.. The Campbelltown HSP provides a range of services funded by the Commonwealth Government and must adhere to a principles-based Client Contribution Framework of charging, collecting and reporting of client contributions.

2. Principles

- **Consistency:** All clients who can afford to contribute to the cost of their services should do so.
- **Transparency:** Client fees are outlined in Council's Fees and Charges Schedule which is available for public viewing. Campbelltown HSP will outline the fees schedule for services at the beginning of Service.
- **Hardship:** Campbelltown HSP has developed criteria for a fee waiver to assist people who have limited capacity to pay for services. Inability to pay will not preclude people from accessing services.
- **Reporting:** Campbelltown HSP reports all client contributions to the respective funding bodies.
- **Fairness:** Campbelltown HSP will not charge fees that exceed the cost of the service. Where it is relevant Campbelltown HSP will 'bundle' the contribution amounts to ensure the combined cost of each service is not prohibitive for the client. No fee will be charged for advocacy or providing information.
- **Sustainability:** client contributions are used to support ongoing service delivery and expand the amount of services delivered.

3. References

- Aged Care Act 1997 (Commonwealth)
- Aged Care Quality Standards (Commonwealth)
- Charter of Aged Care Rights (Commonwealth)
- Commonwealth Home Support Program Manual (CHSP)
- Campbelltown City Council Schedule of Fees and Charges
- All other relevant legislation

4. Procedure

Client Contributions

1. At initial assessment the Campbelltown HSP Coordinator will advise clients and or their representative about client contribution fees, this will also be included on the Client's Support Plan
2. Client contribution schedule is reviewed annually and clients and / or their representatives are given three (3) months notice of any impending increases. in writing via the quarterly newsletter and on the back of the invoices prior to implementation.
3. Council's website will be updated to reflect any fee increase.
4. All fees for services will be invoiced and sent out by post the month after the service(s) has occurred. The client may choose to pay the contribution amount in installments

Payment options include;

- Post using credit/debit card, money order or cheque.
 - Telephone using credit/debit card.
 - Bpay
 - At the Council office during business hours using cash, credit/debit card, money order or cheque.
5. The Campbelltown HSP Administration Officer will update SMS to reflect the current approved Campbelltown HSP Client Contribution
 6. The client will be informed that no fees are to be paid to the worker, volunteer or contractor on the day

Cancellations

As contractors are used to deliver our services, we require 48 hours notice for the cancellation of any service, or a fee may apply.

Clients who are booked to attend social programs and can no longer make it, must call and cancel as soon as possible. A cancellation fee may apply if their spot cannot be filled.

Full Fee paying Clients

1. Clients who are receiving, or have received, compensation payments that is intended to cover some or all of the cost of home support the full cost of providing the service will be charged.
2. Permanent residents of residential aged care facilities
3. Where needs can be met by other more appropriate Commonwealth funded programs such as a Home Care Package.

Fee Waiver

The capacity to pay will form part of the initial assessment/ review process. This will be as simple and unobtrusive as possible, with any information obtained treated confidentially.

No one will be refused a service due to inability to pay because of financial hardship. Using the Client Contribution Waiver Form, the Coordinator will work with the client to determine if they qualify for a reduced amount or in special circumstances a full fee waiver may be approved by the Team Leader.

Client Contribution Waiver Request approved:

Where the request is approved, the client is provided with a Client Contribution Waiver Approval letter.

Client Contribution Waiver Request not approved:

Where the request is not approved, the client is advised of the reason(s) and the right to appeal the decision. They will be provided with the following information:

- A Client Contribution Waiver Not Approved letter
- The Campbelltown HSP Service Information Booklet which includes Advocacy Resources and complaints process.

Appealing a decision regarding fees

1. Clients have the right to appeal against a given fee determination.
2. Refer to Campbelltown HSP Information Booklet which outlines the process and external complaint agencies
3. The decision will be reviewed in line with the Campbelltown HSP Feedback Procedures

5. Review & Evaluation

This Administrative Procedure will be reviewed every two years, or as required, in accordance with the requirements of Council's Policy and Procedure Framework. The General Manager responsible for the procedure will report to the Executive Management Team on the outcome of the review and make recommendations as appropriate.

6. Availability of the Procedure

This Procedure is available to all staff via ECM and the Intranet. Copies will, provided release of information does not impact on the security of Council or its processes, also be provided to interested Elected Members and members of the public upon request. Community requests are subject to payment of a fee in accordance with Council's Schedule of Fees and Charges.