

## Our Client Contribution Policy

Our Client Contribution Policy aligns with the National CHSP Client Contribution Framework. Under the Framework, the Department of Health, Disability and Ageing expects that CHSP providers charge Client Contributions where clients can afford to do so.

We are required to have a documented and publicly available client contribution policy in place that aligns to the Framework. We have set out CHSP Client Contributions in accordance with the terms of this policy.

### 1 General principles

Our policy in relation to Client Contributions is based on the following principles:

#### 1.1 Consistency and Fairness

- (a) We will consider the capacity of clients to contribute to the costs of Services delivered to them.
- (b) All clients who can afford to contribute to the cost of their care should do so.
- (c) Client contributions should not exceed the actual cost of service provision.
- (d) The maximum Client Contribution for the Services we deliver under the CHSP are set out in Schedule 4.

#### 1.2 Transparency

Our policy is in an accessible format and publicly available on our website.

#### 1.3 Hardship

We acknowledge that some clients may suffer from financial hardship and will not be able to make a contribution to the cost of their Services. Our Financial Hardship Policy is available on our website and covers the following:

- (a) how a client can apply for a waiver or reduction of CHSP contribution due to financial hardship;
- (b) what evidence of financial hardship the client must submit to the provider, and how that evidence must be submitted;
- (c) the principles or calculations the provider will use to determine the amount and duration of the waiver or reduction of the fee or contribution if the Client's application is successful.

#### 1.4 Reporting

We will comply with the requirements related to reporting the dollar amounts collected from Client Contributions as set out in the Aged Care Act and the Aged Care Rules.

#### 1.5 Payment

- (a) Client Contributions for the services and supports we agree to provide will be set out in Schedule 4.
- (b) The Client must pay the Client Contributions and any Fees and Default Interest payable under their Service Agreement monthly by direct debit under the terms of the Direct Debit Service Agreement and Form referred to in Schedule 7, or by such other method notified by us in writing from time to time. We will issue an invoice to the Client prior to debiting their account.

#### 1.6 Sustainability

Revenue from Client Contributions will support ongoing service delivery.

## 2 Determining Client Contributions

- 2.1 Clients must provide us with any information we reasonably require to determine the Client Contribution payable (if any), including information concerning their socio-economic circumstances (for example, income and assets).
- 2.2 In setting Client Contributions we will take into account factors such as:
  - (a) The capacity of the Client to pay;
  - (b) The nature of Services;
  - (c) The cost to deliver the Services including whether Services are delivered directly by us or through a third party;
  - (d) Whether the Client has received compensation that is intended to cover the cost of the Services.
- 2.3 Clients should contact us if they would like their Client Contribution reviewed.

## 3 Adjustment to Client Contributions

- 3.1 The Client Contribution payable for the Services and supports will be set and varied in accordance with the requirements of the CHSP and this Client Contribution Policy.
- 3.2 Subject to the requirements of the CHSP, we may also change on 1 January and 1 July and from time-to-time the maximum Client Contribution to account for increasing costs such as inflation, wages, additional tax, duty, costs and/or expenses directly or indirectly payable or incurred by us in connection with this Service Agreement. If this occurs, we will give you an updated Schedule 4 showing the updated maximum Client Contribution at least 14 days before the new Schedule 4 takes effect. The new Schedule 4 will form part of this Service Agreement. The increase will be to the amount previously payable and will not exceed the greater of:
  - (a) 5%; or
  - (b) CPI for the previous year from time to time
- 3.3 Any adjusted Client Contribution will not exceed any maximum Client Contribution amount permitted under the Aged Care Act or the Aged Care Rules.

## 4 Late Cancellations and No Shows

- 4.1 We may charge you Client Contributions for Late Cancellations and No Shows in accordance with our Cancellation Policy which we will provide to you and is available on our website.