



MITCHAM

Community Wellbeing Client Contribution

Endorsed by Chief Executive Officer

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Matthew Pears

on

6 April 2018

management

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MITCHAM

1. PREAMBLE

This Policy sets out the City of Mitcham's (Council's) intent for a principles-based approach in setting, implementing and reporting of client contributions for Community Wellbeing services and in doing so meet its responsibility to the Commonwealth Home Support Programme (CHSP) Client Contribution Framework (October 2015) and the South Australian Home and Community Care Programme (SA HACC) Service Agreement.

2. PURPOSE

To ensure that those who can afford to contribute to the cost of the services they receive do so while providing appropriate safeguards for those who are financially disadvantaged taking into account the approval criteria for that service.

To move towards the national approach of financial sustainability of the CHSP whilst creating fairness and consistency in the way in which new and existing persons contribute to the cost of their care.

3. SCOPE

This Policy relates to all persons approved to use Council's Community Wellbeing services and to all staff, volunteers and contractors who are involved in providing services on behalf of the Council.

4. DEFINITIONS

The words '**client**' and '**persons**' are used interchangeably and refer to the person using the service.

'**Client Contribution**' refers to the fee or donation payable by the person using the service.

'**Community Wellbeing services**' refer to services delivered by Council's Community Wellbeing Department to eligible residents (see 'Approved' clients / persons below).

An '**unsubsidised service**' relates to a Client Contribution that approximates the full cost of the service.

A '**subsidised service**' relates to services made possible by grant funding provided by the CHSP or SA HACC.

'**Approved**' clients/persons using services have been assessed as eligible for a Community Wellbeing service based on the scope and guidelines specific to that service.

Approved clients/persons using services include:

- People 65 years or over or 50 years or over if Aboriginal or Torres Strait Islander eligible to receive a CHSP subsidy or people under 65 years living with a disability eligible for a SA HACC fee subsidy.
- Passengers of the Community Bus service who are transport disadvantaged.
- Persons whose need for services exceeds their current allocated Home Care Package level within program guidelines
- Other persons approved for a specific service as per the scope and guidelines of that service.

5. PRINCIPLES

The City of Mitcham is committed to supporting the following principles provided by the Commonwealth Home Support Programme (CHSP) Client Contribution Framework (October 2015) as principles for its Community Wellbeing Services.

- **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:** Information regarding Client Contribution is publicly available given to, and explained to, all new and existing clients.
- **Hardship:** The Client Contribution arrangements will include those who are unable to pay the requested contribution.
- **Reporting:** Grant agreement and Council obligation will be adhered to by reporting the dollar amount collected from client contributions.
- **Fairness:** The Client Contribution arrangement will take into account the person's capacity to pay and should not exceed the actual cost to deliver the services. In administering this, the needs of partnered persons, persons in receipt of compensation payments and bundling of services will be taken into account.
- **Sustainability:** Revenue from Client Contributions will be used to support ongoing service delivery and expand the services currently funded to deliver.

6. POLICY STATEMENT

- 6.1. The City of Mitcham recognises its legislative and contractual obligations in relation to the setting, implementing and reporting of Client Contributions for services delivered by Council including the CHSP and SA HACC grant agreements or any other such relevant grant agreement that may become available into the future.
- 6.2. Client Contributions will be determined only in whole dollar amounts to ensure convenience of payment and collection where small amounts apply.
- 6.3. The Client Contribution as set out in the Schedule of Fees will be based on criteria including (but not exclusive to) the actual cost of the service, neighbouring Council's fees and indexation rates.
- 6.4. Client Contributions will cover all materials used in the delivery of the service not exceeding the cost of the service provision.
- 6.5. The City of Mitcham will endeavour to meet the Commonwealth Home Support Programme (CHSP) Client Contribution Framework (October 2015) aim for total contributions collected be a minimum of 15% of Council's grant revenue for these services.
- 6.6. Client Contributions will be reviewed in accordance with the City of Mitcham's Schedule of Fees and Charges review and be considered part of the Schedule.
- 6.7. Information regarding the Client Contribution Schedule and this Policy will be made readily available via the City of Mitcham Website and pertinent brochures and where required in different formats. Costs relating to services will be explained upon initial contact with the person requesting a service. Information about costs or quotes will be supplied in writing.
- 6.8. When necessary services will be prioritised to those in greatest need,

having regard to the individual's comparative need for a service and not on the individual's capacity to pay and referring to the CHSP Programme and SA HACC Program.

- 6.9. Client Contributions will be assessed where residents indicate they have reduced capacity to pay the scheduled fee. A process for assessing a client's capacity to pay the scheduled fee is outlined in "The Reduced Co-Payment Procedure" that includes criteria regarding other financial burden and special circumstances such as (but not be limited to) medical, health, essential services, cost of living, other service provider fees, outstanding debts, health status, memory loss, crisis or other diminished capacity.
- 6.10. There may be occasions where a person requesting a service is not eligible for either CHSP or SA HACC (subsidised co-contribution) or home care package funding and it is deemed appropriate by administration to supply the service to that person if possible. This will be determined on a case by case basis.
- 6.11. People receiving services will be encouraged to contact staff at any time if they experience difficulties with meeting the costs of services or are dissatisfied with Client Contribution arrangements. People receiving services and/or their advocates have the right to utilise the City of Mitcham's Complaints process to appeal against a given Client Contribution arrangement or the Aged Care Complaints Scheme, the Health and Community Services Complaints Commissioner or the Department for Communities and Social Inclusion Feedback process.

7. DELEGATED AUTHORITY

The Manager, Community Wellbeing has delegated authority to vary or waive, in whole or in part, any Client Contribution that applies in respect of the service(s) provided.

8. POLICY REVIEW

This Policy will be subject to review every four (4) years or sooner at the discretion of the relevant General Manager.

The CEO has delegated authority to endorse any amendments to the Policy that do not vary the intent of the policy.

9. VERSION HISTORY

VERSION	AUTHOR(S) POSITION	CHANGES	DATE
1	Manager Community Wellbeing	New Policy	27/8/16
2	Manager Community Wellbeing	Updated	16/2/18
15	Manager Community Wellbeing	Updated an Approved by Matt Pears 6 April 2018	6 April 2018
16	Governance Officer	Refer to Full Council Resolution 12 November 2019 Item 9.4	12 november 2019

10. DOCUMENT CONTROL

Responsible Department:	Community Wellbeing
Classification:	Social, Cultural and Community Services
Delegations Apply:	Yes
Applicable legislation:	Disability Discrimination Act 1992
Related Policies & Corporate Documents:	City of Mitcham Strategic Management Plan 2017-2027 http://www.mitchamcouncil.sa.gov.au/councilplans

	City of Mitcham Community Wellbeing Client Contribution Fact Sheet Home Care Standards - Guidelines https://www.dss.gov.au/our-responsibilities/ageing-and-aged-care/home-care-standards-and-quality-reporting-documentation Commonwealth Home Support Programme Manual 2017 https://agedcare.health.gov.au/news-and-resources/publications/fact-sheets/commonwealth-home-support-programme-programme-manual-2017		
Additional References	Aged Rights Advocacy Services https://www.sa.agedrights.asn.au Aged Care Complaints Scheme https://www.agedcarecomplaints.gov.au/ Health and Community Services Complaints Commissioner http://www.hcscs.sa.gov.au/ Department for Communities and Social Inclusion http://dcsi.sa.gov.au/feedback		
All Staff Consultation	n/a	Date:	
WHS Committee Meeting:	n/a	Date:	
SAMSOA Consultative Committee Meeting:	n/a	Date:	
AWU Consultative Group Meeting:	n/a	Date:	
Executive Leadership Group Meeting:	n/a	Date:	
Effective From Date:	6 April 2018	Next review Date:	June 2020
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