

Client Contribution Policy

Document No: IDG-SD-POL-008

Published Date: 13/05/2024

1. Purpose

To provide guidance to clients on fee expectations within the Commonwealth Home Support Programme (CHSP) services provided by Indigo Australasia Incorporated (Indigo).

2. Scope

This policy applies to clients receiving services delivered under the CHSP. Services currently provided are Allied Health, Home Modifications and Goods, Equipment and Assistive Technology (GEAT).

3. Policy Statement

Indigo adheres to a principles-based approach to the charging, collecting, and reporting of client contributions, ensuring those who can afford to contribute to the cost of their care do so, whilst protecting those most vulnerable.

4. Principles

The CHSP Client Contribution Policy is guided by the following principles:

- **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 the service provision.
- **Transparency** – The client contribution policy will include information in an accessible format and be publicly available on the website, given to clients prior to service and explained to all new and existing clients.
- **Hardship** – The client contribution policy will include arrangements for those who are unable to pay the requested contribution.
- **Reporting** – Indigo will report the total dollar amount collected from client contributions as per the requirements of the grant agreement.
- **Fairness** – The client's capacity to pay will be considered and should not exceed the actual cost to deliver the service. The client contribution policy takes into account partnered clients, clients in receipt of compensation payments and bundling of services.
- **Sustainability** – The revenue from client contributions will be used to support ongoing service delivery and expand the services Indigo are currently funded to deliver.

5. Fee Structure

5.1. CHSP Funding Cap

Client Contribution Policy

For home modifications and GEAT there is a cap for the total amount of service cost available per client, per year, determined by the Commonwealth Government. In the case of GEAT the cap is \$1,000 per client, per annum. For home modifications it is \$10,000 per client, per annum. Where the total cost for these services exceeds the cap, the client will be required to pay the balance prior to service delivery commencing. There is no option in this instance to waive the excess amounts.

5.2. Client Contributions

Service Type	One off payment Full fee	Excess
Allied Health*	\$50	
Home Modifications	10% of total cost of home modification services, to a maximum of \$1,000.	Amounts above the client cap of \$10,000
GEAT	Nil	Amounts above the client cap \$1,000

5.3. Client Capacity to Pay

Where a client expresses an inability to contribute towards the cost of their service due to extenuating hardship or circumstances, a confidential discussion will be held to discuss the circumstances and potentially negotiate a reduced contribution, extended payment period or waiving of contribution where appropriate.

5.4. Complaints

Clients and their advocates are encouraged to utilise Indigo's complaints process to appeal against any client contribution arrangement.

6. Governance

Associated Framework	National Guide to the CHSP Client Contribution Framework – January 2018
Associated procedures/ documents	Commonwealth Home Support Program - Program Manual 2023-24 Aged Care Quality Standards
Division	Operations
Approval	Chief Operating Officer
Owner	Chief Operating Officer
Date effective	17/08/2021
Last review	03/08/2023
Review date	27/03/2025
Revisions	07/07/2023 – Review, update and rename policy to Client Contribution Policy.
Version	3

For advice and support please contact Indigo at feedback@indigo.org.au