



Commonwealth Home Support Client Contribution

SCOPE

This policy applies to all Omnicare clients receiving Commonwealth Home Support Program (CHSP) services.

INTRODUCTION

The CHSP is committed to providing essential support services to older Australians, enabling them to maintain their independence and quality of life. Fundamental to the sustainability of the program is the concept of client contributions, which assist in covering the costs of service provision. This policy outlines the principles and procedures governing client contributions within the CHSP, ensuring fairness, transparency, and accessibility for all participants.

PURPOSE

The purpose of this policy is to outline the principles and procedures governing client contributions within the CHSP. Client contributions help offset the cost of services provided under the program, ensuring its continued availability to those who need it most.

POLICY

Omnicare is dedicated to encouraging fairness and sustainability in the provision of Commonwealth Home Support Services, following the National Guide to the CHSP Client Contribution Framework. Omnicare upholds a principles-based method which ensures that persons capable of contributing to their care costs do so, while safeguarding the most vulnerable individuals.

PRINCIPLES

1. **Affordability:** Contributions will be assessed and structured to an amount that is affordable for clients, taking into account their financial circumstances and capacity to pay.
2. **Transparency:** The process for determining client contributions will be transparent and clearly communicated to clients.
3. **Flexibility:** Flexibility will be created into the arrangement to accommodate individual circumstances, including the ability to review contributions in cases of financial hardship or other extenuating circumstances.
4. **Consistency:** Contributions will be applied consistently across all clients to ensure fairness and avoid discrimination or preferential treatment.
5. **Reporting:** It is the responsibility of Omnicare to report the amount received from every client regarding the client contribution for CHSP services.

PROCEDURE

1. **Assessment of Eligibility:** Clients receiving services under the CHSP will undergo an assessment of their eligibility for support. As part of this assessment, their financial circumstances may be evaluated to determine their contribution towards the cost of services.
2. **Contribution Calculation:** Contributions may be calculated based on factors such as income, assets, and household arrangement. This will be determined in accordance with relevant guidelines and regulations.



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3. Notification: Clients will be notified in writing of their assessed contribution amount.
4. Payment Options: Clients will have the option to pay their contribution in various ways, including bank transfer or cash. Alternative arrangements may be made for clients who are unable to pay their contribution in full upfront.
5. Review and Appeals: Clients have the right to request a review of their contribution assessment if they believe it to be inaccurate or unfair. An appeals procedure will be in place to handle such requests in a timely and impartial manner.
6. Confidentiality: Client information will be treated with the utmost confidentiality, in accordance with privacy laws and regulations.

Policy Owner:	Operations		
Version	Review Date	Approved	Next Review Due
1.0	28 May 2024	31 May 2024	May 2025