

<b>No. Version.</b>	P.144.1.B	<b>Effective Date</b>	28 March 2023	<b>Drafted By</b>	J Wong
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## Policy Summary

HenderCare is committed to promoting equity and sustainability for all service recipients in its Service Recipient contribution arrangements. The organisation is committed to the implementation of best practice in the setting, collecting and reporting of Service Recipient contributions by Service Recipients across various industries, states and fields of work.

This policy is in line with the National Guide to the CHSP Client Contribution Framework, the Veterans' Home Care Manual, the Home Care Packages Program Operational Manual, the Aged Care Quality Standards 2018 as well as all other relevant legislation, standards, contractual obligations and funding agreements.

## Purpose

This policy is intended to ensure that HenderCare service recipients are provided with a consistent approach to Service Recipient contributions, and that those who cannot afford to contribute towards their services are protected.

## Scope

This policy is the responsibility of all employees of HenderCare (whether full-time, part-time or casual) and all persons performing work at the direction of, in connection with, or on behalf of HenderCare (for example contractors, subcontractors, agents, consultants, and temporary staff) working with HenderCare service recipients. Compliance with this policy is a condition of employment for all HenderCare staff.

## Definitions

Term	Definition
CEO	▪ Chief Executive Officer
COO	▪ Chief Operating Officer
CHSP	▪ Commonwealth Home Support Program
HCP	▪
Service Recipient / Client Contribution	▪ Also known as <ul style="list-style-type: none"> <li>▪ Client Contribution with CHSP</li> <li>▪ Co-payment within VHC</li> <li>▪ Home Care Fees within HCP</li> </ul>
VHC	▪ Veterans' Home Care

## Policy Statements

### 1. Schedule of Fees

- 1.1. The schedule of fees will be based on criteria including (but not exclusive to) the actual cost of the service, consistency with other service providers, and indexation rates. Fees will vary across services.
- 1.2. HenderCare will endeavour for the total contributions collected to be a minimum of 15% of HenderCare's grant revenue for these services.

- 1.3. Service recipients will be charged an hourly based contribution.
- 1.4. Service recipients in the same household will not be billed separately for the same service.
- 1.5. Service recipients have the option to be invoiced for their contribution payment after the service, or to pay via cash on the day. If payment is received via cash, service recipients will be provided with a receipt of the transaction by the worker.

## **2. Breaches**

- 2.1. HenderCare will discuss contribution amounts with each service recipient during the onboarding step. The method by which the contribution amount is determined varies based on the funding stream the service recipient comes under. Examples are:
  - 2.1.1. CHSP – Client contribution amount determined by HenderCare in line with Client Contribution Framework;
  - 2.1.2. VHC – Co-payment amount determined by VHC Assessment Agencies in line with the Veterans' Home Care Manual;
  - 2.1.3. HCP – Home Care Fees = Basic Daily Fee + Income-tested fee (if any) + Additional home care fees (if any). These are calculated in accordance with the Home Care Packages Program Operational Manual; and
  - 2.1.4. City Council – Contributions are determined by the relevant Council.
- 2.2. The agreed contribution amount is logged and documented in the Service Recipient Agreement (CHSP, HCP) or the Service Recipient Support Plan (VHC).
- 2.3. Where larger or variable costs apply (such as contractor arrangements) information about costs or quotes will be supplied in writing.

## **3. Flexible Service Recipient Contribution Amounts**

- 3.1. Where the determination of contribution amounts lies with HenderCare, HenderCare will consider flexible arrangements if there are indicators of financial hardship, or where meeting the standard contribution amount will disadvantage the service recipient. In these instances, payment plan options and fee waivers will be considered on a case by case basis in full consultation with the service recipient and / or the preferred advocate. Inability to pay a Service Recipient contribution will not be used as a basis for refusing a service.
- 3.2. HenderCare will consider bundling services for a service recipient where they access more than one service type, to ensure cost of the combined activities are not prohibitive.

## **4. Contribution Adjustments**

- 4.1. Any increase in the contribution rate for a service recipient will be communicated to those affected in writing within a minimum of 30 days.
- 4.2. Service recipients are able to contact HenderCare to seek support about an adjustment. This is communicated by HenderCare coordinators during the onboarding process.
- 4.3. Service recipients can contact HenderCare at any time if they experience difficulties with meeting the costs of services or are dissatisfied with their contribution arrangements.

## **5. Reporting**

- 5.1. HenderCare is required to report the dollar amount collected from contributions to relevant stakeholders. This is managed by HenderCare's Finance Department.

## 6. Continuous Improvement

6.1. HenderCare operates in an environment of continuous improvement. This Policy is reviewed in accordance with P.109.1 Information Management Policy.

## Responsibilities

Role	Responsibility
CEO	<ul style="list-style-type: none"> <li>▀ Drive a culture that supports this policy.</li> <li>▀ Report significant risks and incidents to the board.</li> </ul>
Executive Team	<ul style="list-style-type: none"> <li>▀ Ensure this policy is consistently applied.</li> <li>▀ Report significant risks and incidents to the Chief Executive.</li> </ul>
Managers	<ul style="list-style-type: none"> <li>▀ Ensure awareness of this policy.</li> <li>▀ Manage and take corrective and preventative action in relation to this policy.</li> <li>▀ Provide guidance, identify risks and report breaches of this policy.</li> </ul>
Finance	<ul style="list-style-type: none"> <li>▀ Review and update this policy and supporting resources in consultation with relevant stakeholders.</li> <li>▀ Invoice in accordance with this policy.</li> <li>▀ Report contribution dollar amounts to stakeholders.</li> </ul>
Quality	<ul style="list-style-type: none"> <li>▀ Maintain this policy and related procedures.</li> <li>▀ Support managers and provide training as required.</li> <li>▀ Review and update this policy and supporting resources in consultation with relevant stakeholders.</li> </ul>
Learning & Development	<ul style="list-style-type: none"> <li>▀ Ensure staff are trained as required.</li> </ul>
All Staff	<ul style="list-style-type: none"> <li>▀ Abide by this policy and related procedures.</li> <li>▀ Seek clarification if unsure.</li> <li>▀ Report any breach.</li> <li>▀ Ensure credentials are maintained.</li> </ul>

## References

### 1. Internal Documents

- 1.1. P.080.1 Financial Management Policy
- 1.2. P.115.1 Continuous Improvement Policy
- 1.3. F.385.1 Service Recipient Handbook

### 2. Standards

- 2.1. ISO 9001:2015
- 2.2. [Aged Care Quality Standards 2022](#)

### 3. Legislation

- 3.1. [Aged Care Act 1997](#)
- 3.2. [National Guide to the CHSP Client Contribution Framework](#)
- 3.3. [CHSP Program Manual 2022-2023](#)
- 3.4. Veterans' Home Care (VHC) Manual 2023
- 3.5. [Home Care Packages Program Operational Manual 2023](#)

**Approval**

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Chief Executive Officer, HenderCare  
28 March 2023

Vers.	Effective Date	Author	Title - Comments
A	14 July 2020	S Van Der Vyver	Client Contribution Policy
B	30 October 2020	J Wong	Service Recipient Contribution Policy
B	28 March 2023	J Wong E Welyhorskyj	Review and formatting