

Client Contribution Policy – Easy Read Summary



Purpose	<p>What is this policy about?</p> <p>This policy explains how and why clients may be asked to pay a small fee for services they receive. It helps make sure fees are fair, clear, and based on what each person can afford.</p>
Scope	<p>It applies to people receiving services through:</p> <ul style="list-style-type: none"> • CHSP – for people aged 65 and over • HACC PYP – for people under 65 with a disability
Definitions and Abbreviations	<p>CHSP – Commonwealth Home Support Program</p> <p>HACC PYP – Home and Community Care Program for younger people</p> <p>CPI - Consumer Price Index</p>
Policy Statement	<p>Why are fees charged?</p> <ul style="list-style-type: none"> • To help cover the cost of services • To make sure services can continue and grow • Only people who can afford to pay are asked to contribute <p>How are fees decided?</p> <p>Fees are based on:</p> <ul style="list-style-type: none"> • Your income level (low, medium, or high) • Your personal situation (e.g. health costs, living arrangements) • Whether you are receiving a pension or other payments <p>You will be told:</p> <ul style="list-style-type: none"> • What your fee is before services start • If there is a cancellation fee (only applies if you cancel less than 24 hours before your service) <p>How often do fees change?</p> <ul style="list-style-type: none"> • Fees are reviewed and updated every year • Changes are based on the Consumer Price Index (CPI) <p>What if I can't afford the fee?</p> <ul style="list-style-type: none"> • You can ask for your fee to be reduced or waived (not charged) • This will be reviewed regularly • You will still receive the same quality of service as everyone else <p>What happens if your situation changes?</p> <ul style="list-style-type: none"> • You can ask for a fee review at any time • Staff may also review your fee if your account is overdue or if your ability to pay changes

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	<p>What if I disagree with the fee?</p> <ul style="list-style-type: none"> You can make a complaint if you think the fee is unfair Staff will listen and help you through the process <p>Other important things to know</p> <ul style="list-style-type: none"> You will get a copy of the fee schedule when services start You can have someone help you (an advocate) during fee discussions Staff will treat all clients with respect and fairness
Responsibilities	<p>How are individuals responsible for the success of the policy?</p> <p><u>Staff</u></p> <ul style="list-style-type: none"> Comply with the policy at all times. Initiate review of the policy as required. <p>How are managers responsible for the success of the policy?</p> <p><u>Manager</u></p> <ul style="list-style-type: none"> Provide the necessary resources to implement this policy. Monitor implementation. Initiate review of this policy Make decisions regarding escalation matters <p><u>Coordinators</u></p> <ul style="list-style-type: none"> Communicate obligations to staff in their respective teams. Monitor implementation for staff. Initiate review of the policy Make decisions regarding escalation matters. <p><u>Supervisors</u></p> <ul style="list-style-type: none"> Ensure staff are aware of their obligations pertaining to relevant processes. Arrange support for staff. Monitor implementation. Initiate review of this policy Determine whether more support is needed and escalate to Coordinators for guidance standard response or escalation is required.

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Organisational Values	<p>Council's organisational values enable and support the effective design and application of this policy by guiding staff in the course of their work.</p> <div> <div> We Make a Difference: We are driven by our desire to make a difference for the people we serve. Our work is purposeful and creates a positive impact for the community. We are proud to work here. Our work matters. </div> <div> We are Accountable: We are empowered to own and take responsibility for our actions. We follow through on our commitments and deliver on our promises. We make it happen. </div> <div> We are Collaborative: We are united by a common purpose to serve the community. We work together, connecting within our teams and across the organisation. We are inclusive and collaborative. We are one. </div> </div> <div> <div> We have Integrity: We act with integrity and transparency in conversations and decision-making. Through open and clear communication, we build trust. We're honest. We walk the talk. </div> <div> We show Respect: We are diverse, inclusive, respectful and caring. We encourage everyone to have a voice and we listen to each other. We recognise one another's contributions and treat people fairly. We look after each other. </div> <div> We are Creative: We are bold, courageous and innovative. We try new things, experiment and continuously improve. We are open-minded, creative and forward-thinking. We are leaders. </div> </div>
Breach of Policy	<p>Breaches of policies are treated seriously. Any concerns about non-compliance should be reported immediately to the owner of this policy.</p>

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GOVERNANCE

Parent Strategy/ Plan	Aged Friendly Darebin
Related Documents	<p>This policy should be read in conjunction with Council's:</p> <ul style="list-style-type: none"> • This policy should be read in conjunction with Council's • Darebin City Council Complaints Handling Policy • Supported and Connected Living Service Delivery Complaints and Feedback Handling Procedure
Supporting Procedures and Guidelines	<ul style="list-style-type: none"> • Supported & Connected Living Account Management Procedure • Annual Client Fees Schedule • Supported & Connected Living - SOI - Running an Emergency at Risk Note type Report for a Heatwave/Emergency Event
Legislation/ Regulation	<ul style="list-style-type: none"> • Commonwealth Home Support Program Manual 2025-27- Chapter 7 Client Contribution Framework. Australian Government Department of Health • National Guide to the CHSP Client Contribution Framework. Australian Government Department of Health <p>N.B. These publications specifically state they exclude services funded by state-based arrangements (and by implication, local government-based arrangements).</p> <ul style="list-style-type: none"> • Aged Care Act 2024 • Statement of Rights
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