



Mununjali Housing and Development Company Limited

HOUSING
35 Anna Street
PO Box 408
BEAUDESERT QLD 4285

HOUSING
Ph: 07 5541 2575 Fax: 07 5541 3786
E: admin@mununjali.com.au

JYMBI CENTRE
35 Anna Street
PO BOX 408
BEAUDESERT QLD 4285

FAMILY WELLBEING & PaCE
Ph: 07 5541 2575 Fax: 07 5541 3786
E: jymbienquires@mununjali.com.au

JYMBILUNG HOUSE
9-13 Summerfield Drive
PO Box 10
BEAUDESERT QLD 4285

AGED CARE SERVICES & DAY RESPITE
Ph: 07 5541 4025 Fax: 07 5541 4499
E: administration@jymbilung.com.au



COMMONWEALTH HOME SUPPORT PROGRAMME (CHSP) CLIENT CONTRIBUTION POLICY

Policy Statement

The Commonwealth Home Support Programme (CHSP) is an Australian Government subsidised programme aimed at providing services to older people to assist with their independence and keeping them in their homes for longer. Client carers can also benefit through respite services provided through the programme.

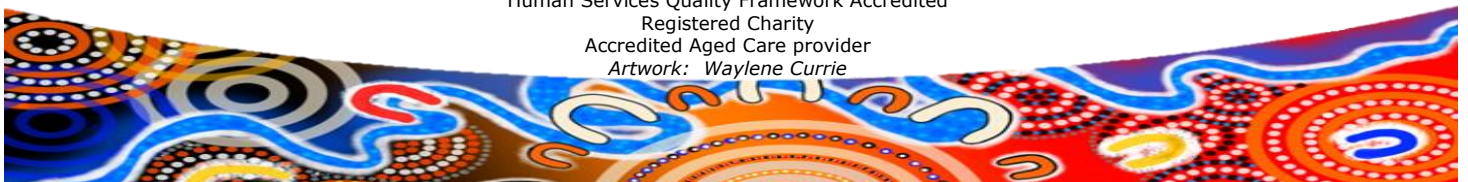
Mununjali Housing and Development Company Limited (Jymbilung House), has applied a standard financial contribution policy towards the cost of CHSP services at a rate considered to be fair and does not exceed the cost of providing the service. Importantly, CHSP services will not be denied due to an inability to pay.

Policy

The setting and implementation of fees will be guided by the Client Contribution Principles provided in the *National Guide to the Client Contribution Framework*.

- **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:** Client contribution policies should include information in an accessible format and be publicly available, given to and explained to all new and existing clients.
- **Hardship:** Individual policies should include arrangements for those who are unable to pay the requested contribution.
- **Reporting:** Grant agreement obligations include a requirement for providers to report the dollar amount collected from client contributions.
- **Fairness:** The Client Contribution Framework should take into account the client's capacity to pay and should not exceed the actual cost to deliver the services. In administering this, providers need to take into account partnered clients, clients in receipt of compensation payments and bundling of services.
- **Sustainability:** Revenue from client contributions should be used to support ongoing service delivery and expand the services providers are currently funded to deliver.

Visit us at www.mununjali.com.au
Human Services Quality Framework Accredited
Registered Charity
Accredited Aged Care provider
Artwork: Waylene Currie



Procedure

- All clients are advised of the CHSP Contribution policy in discussions regarding their Service Plan and delivery.
- The policy is also available to be viewed on our website and is available in hard copy on request.
- Clients will be issued with a monthly invoice for services received.
- Clients have the responsibility to promptly pay the fees.
- If a client indicates an inability to contribute to the CHSP services being provided or has difficulty contributing at the advertised rate, a request can be made to the General Manager (GM) for financial hardship.
- The GM has the authority to waive or reduce the client contribution:
 - o The decision to waive or reduce the client contribution will be determined by an internal review using the Centrelink – Aged Care Fees Income Assessment.
- Non payment of fees:
 - o Clients will be contacted directly when fees are outstanding for more than 60 days.
 - o Depending on the circumstances, a number of payment options may be considered.
 - o All reasonable attempts to negotiate an agreed payment arrangement will be made.
 - o If payment is still not made and ability to pay is not an issue, services may be ceased at our discretion.
 - o The client will be informed of their right to appeal and advised of the various options.
- Client contribution rates will be reviewed annually.
- Clients will be given one months notice of any changes to the rates.

