

Policy

Community Options Client Contribution

Version 1.~~0~~1

Adopted by Council at its meeting on ~~19 July 2014~~

Minute No: ~~410~~

| | |
|-----------------------|---------------------------------|
| Division: | Community and Natural Resources |
| Section: | Community Options |
| File Reference: | N/A |
| Historical Reference: | Nil |

THIS PAGE IS BLANK

Community Options Client Contribution

Introduction:

This policy aims to ensure that the principles of equity and access and that the established mechanisms of Tweed Shire Council underpin collection and payment of client contributions.

~~The Tweed Community Options Program (TCOPS) endorses the principle that clients make a financial contribution to the provision of services in line with the related standards and guidelines provided by Department of Health and NSW Ageing and Ageing Disability and Home Care, Home and Community Care (HACC) National Program Guidelines, Guidelines for the operation of HACC Funded Case Management Projects August 2006, the Good Practice Guide for HACC Funded Case Management Projects August 2006, and the NSW Health ComPacks guidelines April 2010. This policy has been developed in line with the Common Community Care Standards released by the Department of Health and Ageing (October 2010) which will guide future approaches to HACC services as the national HACC reforms are introduced.~~

Rationale for Client Contributions:

Where a client is being assessed for services provided by ~~TCOPSTweed Community Options~~, the case manager will explain that all services are partly funded by the government and that client contributions will be used to expand the services.

~~TCOPS Tweed Community Options~~ recognises that many clients have a reduced or limited capacity to contribute to the cost of services, and criteria for reducing or waiving client contributions will be explained to clients. No one will be refused service due to their inability or refusal to contribute.

~~This policy will not be applied retrospectively or to current clients on the date that the policy is implemented, however, it will apply to all new clients from the date of implementation.~~

Procedure

For short term projects like Podiatry and, Older Parent Carer and-or ComPacks, a contribution for a one off amount of \$60 per client will be negotiated at the initial assessment. The client contribution policy and procedure will be included in the information packs and brochures provided to potential clients.

For Community Option Project (COPs) clients, a weekly contribution will be negotiated based on the contribution schedule, taking into account a range of considerations as outlined below.

Where COPs services are being provided to clients who are on the waiting list for package services such as Community Aged Care Package (CACP), Extended Aged Care at Home (EACH), Extended Aged Care at Home Dementia (EACH D) packages and the like, the Government set cost currently 17.5% of the aged pension will be negotiated at the initial assessment.

Client contribution considerations:

- Where the client is already paying “one off” client contributions for other community care services (e.g. other HACC services), the one off contribution made to TCOPS services can be reduced by 25%.
- For those clients making weekly payments for other community care services while waiting for package services, the weekly contribution overall will not exceed 17.5% of the aged care pension. If the client is unable to pay this contribution after essential living expenses are accounted for, the client may be regarded as disadvantaged, the contribution may be reduced.
- The client contribution assessment will be based on the client’s own statement of their income. It is not necessary to ask to see bank statements or details of expenditure. All information about a client’s income will be kept confidential except for expenditure relating to home modifications where the specific Home Modification policy applies.
- The case manager will ascertain that access to financial assistance is supported for their clients including carer allowances, emergency assistance from social workers, and the like so that client contributions (even at a minimal \$5 per week) is supported. In addition, strategies to access interest free loans for whitegoods etc will be explored.
- Clients will be asked to notify ~~TCOPS Tweed Community Options~~ within 30 days if there are any significant changes in their circumstances that could affect their arrangements to pay a contribution; for example, receiving a compensation payment or a full Department of Veterans Affairs Pension entitlement.
- If clients, potential clients, or advocates are unhappy with the level or extent of the contributions they have agreed to pay, they may contact the Coordinator and ask for a review of their contributions. This may be done in writing or by telephone.

Collection of Contributions:

The discretionary contribution schedule of TCOPS will be published in the Service Agreement made between the client and case manager., which is signed by the client. - Agreement about contribution will be linked to the client care plan and included in the service agreement which is signed by the client.

TCOPS will send out client invoices/statements on a monthly basis.

Contributions will be collected by direct debit where possible. Alternately, clients can make payments to the Council cashier in any of the usual payment methods for payments of fees to Council for services.

TCOPS staff will contact the client and/or carer about any unpaid invoices.

| Service Provided | Contribution |
|---|--|
| For up to two hours care per week | \$5.00 per week |
| Between two and four hours care per week | \$10.00 per week |
| Between four and six hours care per week | \$15.00 per week |
| More than six hours care per week | \$20.00 per week |
| For services and care coordination with CACP approval | \$55 per week |
| For Podiatry services (six appointments) | \$60 as a one off payment |
| For supply of equipment, furniture and whitegoods | TCOPS provides a 25% subsidy towards the purchase. |

Related Standards

- ~~NSW Government Family & Community Human Services, Ageing, Disability & Home Care (ADHC) Integrated Monitoring Framework~~

~~2.1 Access~~

~~2.1.2 Clients have fair and equitable access to services and resources - Standards in Action~~

- ~~Australian Government, Department of Health and Ageing (DoHA), Community Care Common HACC Standards~~
- ~~Commonwealth HACC Program Manual~~
- ~~NSW Department of Ageing, Disability and Home Care NSW service type guidelines for HACC Case Management (April 2008)~~
- ~~NSW Department of Ageing Disability and Home Care Good Practice Guide for HACC-Funded Case Management Projects (2006)~~
- ~~ADHC - Home Care Services of NSW, Client Contribution fact sheet No. 1 December 2012, Client Contribution - Standard Scale~~
- ~~Client Contribution for Home Care HACC Clients July 2012~~
- ~~HACC Home Modification Fees Policy, NSW HACC Program~~

~~Information and Consultation, 2.3~~

~~Disability Service Standards Service Access, 1.0, 1.1~~

Policy Review

~~This policy will be reviewed on an annual basis.~~

~~This policy will be reviewed within 12 months of the election of each new council or more frequently in the event of any legislative changes or change in circumstances.~~