

Consumer Contribution

POLICY

Westmont Community Care will discuss and agree on the consumer's contributions to the cost of services prior to services being provided.

This policy incorporates the principles of the National Guide to the Client Contribution Framework.

PROCEDURES

The consumer's contribution fees are reviewed annually. Fee levels are set in relation to a consumer's income, and their partner's income, if applicable. The consumer's contribution will be consistent and will not exceed the actual cost of service provision. Generally, bundling of services is not offered.

Information on the consumer's contribution and fees are provided to the consumer in the Home and Community Care Services Information Booklet. Information includes why the consumer needs to pay fees, how much the fees will be, how fees can be paid and what happens if a consumer cannot pay their account.

The consumer's contribution to the cost of services are discussed and agreed with the consumer during the development of the Care Plan and Service Agreement.

Consumers are given the opportunity to complete a Direct Debit Request Form to allow Westmont Community Care to direct debit the consumer contribution of costs month from the consumer's bank account. Alternatively, payments can be made in person via cheque, credit card or EFTPOS.

If an account is outstanding Westmont Community Care will work with the consumer to reach an agreement whereby the consumer can manage payment of fees with a payment plan. If a consumer has a genuine difficulty paying the fee, Westmont Community Care can make a recommendation on a fee reduction or waiver. Fee reductions and waivers are time limited and reviewed regularly.

If a consumer has received (or is receiving) a compensation payment that is intended to cover some or all of the costs of home-based care and services, funding gaps will be billed to the individual client to ensure full cost recovery of the services.

Date approved:	February 2020	By Department:	Executive		
To be reviewed:	February 2023	By Department:		Key changes:	