

Policy

Customer Co Contribution Policy

Applies to:

This policy applies to all customers who receive services under the Commonwealth Home Support Program (CHSP) or Support at Home (SAH).

Purpose and rationale

This policy articulates the principles that Wesley Mission Queensland Limited (WMQ) will follow when determining customer contributions.

This policy is required by and aligns with the legislation for CHSP and SAH.

Position statement

WMQ is committed to responsible financial stewardship and maintaining compliance as a CHSP and SAH Provider. WMQ will fairly and transparently assess customers for co-contributions to the cost of CHSP or SAH services.

Expected outcome

This policy is expected to:

- comply with the applicable legislation for CHSP and SAH
- assess customers in making appropriate and affordable co-contributions to their care under CHSP and SAH.

Requirements

General principles

Our policy in relation to Customer Co-contributions is based on the following principles:

Consistency and Fairness

- i. We will consider the capacity of customers to contribute to the costs of Services delivered to them.
- ii. All customers who can afford to contribute to the cost of their care should do so.
- iii. Customer co-contributions should not exceed the actual cost of service provision.
- iv. The maximum Customer Co-contributions for the Services we deliver under CHSP or SAH are set out in the Fee Schedule in the Customer's Service Agreement.

Transparency

Our policy is in an accessible format and publicly available on our website.

Hardship

We acknowledge that some customers may suffer from financial hardship and will not be able to make a co-contribution to the cost of their Services. Our Financial Hardship Policy is available on our website and covers the following:

- (a) how a customer can apply for flexible payment arrangements which may include a partial fee waiver or a reduction in the CHSP or SAH co-contribution;
- (b) what evidence of financial hardship the customer must submit to the provider, and how that evidence must be submitted;
- (c) the support measures available to Customers if the hardship application is successful.

Reporting

We will comply with the requirements related to reporting the dollar amounts collected from Customer Co-contributions as set out in the Aged Care Act and the Aged Care Rules.

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Payment

- (d) Customer Co-contributions for the services and supports we agree to provide will be set out in the Customer's Service Agreement.
- (e) The Customer's Service Agreement will set out the terms under which the Customer must pay the Customer Co-contributions and any Fees and Default Interest payable for the services and supports provided.

Additional Services

- (a) In addition to recurrent Customer Co-contributions, from time to time the Customer may request and we may agree to provide Additional Services. If the Customer requests Additional Services, we will agree with them the scope of the Additional Services including the duration of the Additional Services and the Additional Services Fee.
- (a) Details of the Additional Services will be included in the Customer's Record.
- (b) Additional Service Fees will be outlined in the fee schedule attached to the Customer Service's Agreement.

Sustainability

Revenue from Customer Co-contributions will support ongoing service delivery.

Determining Customer Co-contributions

Services Australia determines the customer co-contributions for SAH services.

For CHSP customers, the co-contribution is set according to the fee schedule in the Customer's Service Agreement. Adjustments to the CHSP customer co-contribution may be made after a financial hardship application has been submitted and approved.

Review of Fee Schedule for Customer Co-contributions

The Fee Schedule (which may include the Customer Co-contribution portion) for CHSP and SAH Services and supports will be set and varied in accordance with the requirements of the CHSP and SAH legislation and this Customer Co-contribution Policy.

We may also:

- (c) review and adjust the Customer Co-contribution annually with effect from 1 July, to reflect the percentage change in CPI for the prior year (if a positive CPI change); and
- (d) adjust the Customer Co-contribution by an amount we reasonably determine to be necessary to recover any additional tax, duty, costs and/or expenses directly or indirectly payable or incurred by us in connection with this Service Agreement, with a change to take effect 28 days' after written notice of the new Customer Co-contribution is given to and accepted by you.

Late Cancellations and No Shows

We may charge you Customer Co-contributions for cancellations where less than 48 hours' notice is provided for SAH, or 24 hours' notice for CHSP.

Definitions

Refer to the Customer Service Agreement.

Related documents

[Related Documents]

Governance

- Financial Stewardship Policy

Customer Co Contribution Policy

Supporting Policy & Resource Documents	<ul style="list-style-type: none"> • Financial Hardship Policy • Financial Hardship Procedure • Debts and Dispute Resolution Policy • Customer Credit Risk Assessment Tool • Debtor Management Policy
Legislation/Standards	<ul style="list-style-type: none"> • Aged Care Act 2024 • Aged Care Rules 2025
Other	<ul style="list-style-type: none"> • CHSP Client Contributions Framework • Support at Home Client Contributions Framework