

Commonwealth Home Support Programme Client Contribution Framework Policy

Purpose:

Leep NGO is committed to supporting the financial sustainability of the Commonwealth Home Support Programme (CHSP) whilst creating fairness and consistency in the way both new and existing clients contribute to the cost of their care.

Leep's Client Contribution Framework ensures that those who can afford to contribute to the cost of their support, do so, whilst making reasonable adjustments and concessions for those affected by hardship.

Leep's Client Contribution Framework applies to its CHSP Social Support- Individual (SSI) clients. The Framework is based on the CHSP Client Contribution Principles:

1. **Consistency:** Leep expects all clients who can afford to contribute to the cost of their support, will do so. Client contributions will not exceed the actual cost of service provision (estimated at \$70 p/h).
2. **Transparency:** This client contribution policy is in an accessible format and is publicly available, given to, and explained to, all new and existing clients.
3. **Hardship:** Leep will only collect contributions from clients able to afford it. All client contributions will be based on a flexible arrangement, relative to the client's financial circumstance.
4. **Reporting:** As per grant agreement obligations, Leep will report the dollar amount collected from client contributions.
5. **Fairness:** Leep's Client Contribution Framework takes into account the client's capacity to pay. As stated above, Leep's framework is based on flexible arrangements with clients based on their individual circumstances.
6. **Sustainability:** Revenue from client contributions will be used to support ongoing service delivery and expand our services where possible. Client contributions are used to fund the acknowledgement, recruitment and ongoing training of volunteer digital mentors.

Client contribution arrangement: Leep's Client Contribution Framework is based on a flexible arrangement whereby a client is encouraged to make a contribution within their means at the end of each session they attend. A sum of \$5 is suggested. Contributions can be paid in person during sessions in cash. We also accept payments by bank transfer. Clients may contribute a one-off sum for multiple sessions if they choose.

References

National Guide to the CHSP Client Contribution Framework

Programme Manual for the Commonwealth Home Support Programme.