

# Jubilee Community Services



## CLIENT CONTRIBUTION POLICY

### **Policy:**

JCS will ensure that it operates in accordance with the National Guide to the CHSP Fees Contribution Framework (2015) which reinforces fairness, transparency and consistency in the collection of fees.

JCS intends to improve the sustainability of the organisation by collecting a target of 15% of the total grant revenue provided by the Australian Government. Revenue from fees will be used to enhance and expand services.

This policy will be publicly available to all stakeholders and will be provided to new clients of the organisation via our CHSP Service Users Handbook.

This policy will be reviewed annually to ensure it aligns with regulatory and legislative requirements.

### **Procedures:**

- All clients will be asked to contribute to the cost of their service (unless they are undergoing hardship).
- The full cost of service will be charged if clients are receiving or have received compensation payments intended to cover the cost of community services.
- Those who are eligible for a subsidised service (e.g. they may be under 65) may be charged at higher rate which will be determined by the General Manager.
- A record of client contributions will be maintained and reported to the Australian Government, as per funding contract requirements.
- Clients who are undergoing hardship may request a fee variation. This will be determined by the General Manager.
- Any approved fee variation will be noted in the client's case notes.
- The client will be referred, if considered necessary, to relevant agencies for assistance with financial management/counselling (with consent).
- At any stage, a client can ask JCS to reconsider the client contribution they are paying.
- A client will never be denied service because of an inability to pay.
- Fees can be paid in cash, direct to support workers or into the JCS bank account (details provided on request).
- Receipts are always written and a copy can be requested at any time.