

## Position Statement

Auburn Diversity Services Incorporated (ADSi) provides social support to people who are ageing, typically those aged 65+ from the culturally and linguistically diverse (CALD) backgrounds, under the Commonwealth Home Support Program (CHSP).

Reasonable and affordable client contributions help the organisation implement more attractive practices in response to the growing needs and choices of eligible clients.

This Policy is underpinned by the principles of consistency, transparency, hardship, reporting, fairness and sustainability in accordance CHSP Client Contribution Framework.

## Scope

This Policy should be implemented together with the ADSi Financial Management Policy at all times, with special focus on fraud prevention and audit.

This Policy applies to the whole CHSP service, in accordance to Commonwealth government Funding Agreements.

This Policy recognises that that while protections should be in place for those people who cannot afford to contribute, others who can afford to contribute to their services should do so. Further, clients with a similar capacity to pay who receive a similar type and level of service should contribute the same amount.

The objective of this policy is to move both the organisation and clients toward national fairness and consistency in client contributions. During the initial implementation period, clients are asked to pay a nominal fee for the following services only.

## Fee Schedule

Excursions (NSW Rural Areas Only)	<ul style="list-style-type: none"><li>• \$10 Flat Rate Per Person</li></ul>
Individual Accompanies Activities	<ul style="list-style-type: none"><li>• FREE for the first hour, and</li><li>• \$5 every 30 minutes afterwards</li></ul>

## Financial Hardship

If a client has a genuine incapacity to contribute towards the cost of their care, a lower fee may be negotiated including the possibility of waiving the fee completely.

## Confidentiality

ADSi will collect and store all personal information in accordance with their obligations under the Privacy Act 1988 and its amendments.

## Complaints

All information collected under this Policy must be dealt with fairly, promptly, confidentially and without retribution.

### Internal

Clients (or their representative) are encouraged to raise any concerns with ADSi directly or the use ADSi website via the following links, as per the organisation's procedures on feedback and complaints;

- Feedback: <http://www.adsi.org.au/aboutus/feedback>
- Complaints: <http://www.adsi.org.au/aboutus/complaints>

## **External**

If clients (or their representatives) consider that they have been inappropriately dealt with and ADSi has not resolved the issue satisfactorily, they should contact the Aged Care Complaints Scheme via Phone 1800 550 552 (a fee call from fixed lines; calls from mobiles may be charged). More information is available on the Internet via link <https://agedcarecomplaints.govspace.gov.au/>

## **Collection, Records, Investment, Audit and Fraud Prevention**

The CHSP Grant Agreement between ADSi and the federal Department of Health requires ADSi to report the dollar amount collected from client contributions.

The quantum of fees collected is reported to the Department of Health in the Audited Financial Statement and Report.

### **Collection**

Each client contributed to the CHSP service must be issued a pre-printed ADSi Tax Invoice/Receipt (white copy) with detailed information, including contributor's name, collector's name/signature, amount and purpose. The yellow copy must be provided to the Finance before the end of the month when the contribution was made.

### **Recording / Investing Back**

Finance must record each receipt into the accounting system, including contributor's name, collection's name, amount and purpose.

All clients contribution from CHSP must be recorded under the Job Code "CC370 – Health CHSP", under the Income Account "Contribution- Clients"

Funds collected from client contributions must be deposited into the ADSi bank account on/before the last working day of each month, which is a standard procedure across the whole organisation.

### **Audit/Fraud Prevention**

The standard ADSi internal/external audits and fraud prevention procedures apply to this Policy.

## **Review & Continuous Improvement**

The Policy is the initial version. The CEO reviews it during the Policies & Procedures annual review, and will make necessary amendments.