

# Client contributions (Fees)

## Policy

Client contributions play an important role in the ability of Goodwin to respond to the needs of its clients. Goodwin is committed to ensuring that client contributions are set in accordance with the *National Guide to the CHSP Client Contribution Framework*. In particular, client contributions will be set under the following guiding principles:

**Consistency:** All clients who can afford to contribute to the cost of their care and services will be asked to do so. Client contributions will not exceed the actual cost of service provision.

**Transparency:** Goodwin's client contribution policy will be publicly available, given to, and explained to all clients and is documented within the CHSP agreement.

**Hardship:** If a client believes they are unable to afford the client contribution they may apply to Goodwin for a reduced fee by completing a *Fee reduction application*. All applications will be considered and a client can request a review of their contribution at any time.

**Reporting:** Goodwin will report the dollar amount collected from client contributions as part of our annual financial reporting requirements.

**Fairness:** The Client Contribution Framework will take into account the client's capacity to pay. Goodwin has established a schedule of client contributions based on a fixed price per hour/per service. A client's initial contribution is clearly documented within their CHSP Agreement.

**Sustainability:** Revenue from client contributions is used to support ongoing service delivery and to enable the expansion of services we provide to meet the ever changing needs of our clients.

Client contributions only apply to CHSP clients. Where services are provided to two (or more) clients in the same home, and both are CHSP clients, each client will not be asked to contribute to the same service. For example, if one (1) hour of domestic assistance is provided each week only one (1) client will be asked to contribute for that service, i.e. only one (1) hour will be charged, not one (1) hour per client.

## Review

Goodwin will review the schedule of client contributions every six (6) months.

If client contributions change, Goodwin will provide clients with at least fourteen (14) days' written notification.

## Payment of client contribution

For clients in receipt of CHSP Home Services Goodwin prefers payment of client contributions via direct debit. Invoices for services are issued monthly in arrears.

Clients that attend a Goodwin Day Club are only charged for each session that they attend. Payment can be made by cheque / cash or direct debit upon receipt of invoice. Invoices are issued monthly in arrears.

On occasion there may be additional charges/costs for outings. Clients will always be provided with notice of any additional costs.

## Cancellation of services

Clients may cancel their services at any time and for any reason.

Clients in receipt of CHSP Home services must provide at least 24 hours' notice of the cancellation of any services. If a client does not provide at least 24 hours' notice, Goodwin will charge the fees in respect of the cancelled service.

Notification of non-attendance at Day Club would be greatly appreciated.

## Fee reduction

If a client believes they are unable to afford the client contribution, they may apply to Goodwin for a reduced fee by completing a *Fee reduction application*. All applications will be considered and a client can request a review of their client contribution at any time.

All applications will be considered and approved/declined by the EMCC/DEMCC. Client's will be notified of the decision. Details of any fee reduction are to be included on the *Client details* form and a copy of the application is placed on the client file.