

Q313	CUSTOMER / CLIENT CONTRIBUTION to SUPPORTED INDEPENDENT LIVING POLICY
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Policy context: This policy relates to	
Legislation or other requirements	Australian Human Rights Commission Act 1986
Contractual obligations	Customer Service Agreements

POLICY STATEMENT

Enhanced Lifestyles (EL) and Lifestyle Assistance and Accommodation Service (LAAS) are committed to providing accommodation services that meet the individual needs of its Clients/Customers and support them to participate in the community.

This policy outlines the services provided by EL/LAAS for Customer / Client contribution to support Customer / Client choice and control.

The document complies with NDIS 2018, standard 1.1 Person Centred Supports, 1.5 Violence, Abuse, Neglect, Exploitation and Discrimination, 4.1 Safe Environment, and ASIC 2013, section 1.1 Service Users Rights & Responsibilities, 1.3 Abuse & Neglect, 4.3 Security of the Home. This document is readily available to all clients and employees of Lifestyle Assistance and Accommodation Service and Enhanced Lifestyles including The Boards.

Purpose

The accommodation services provided by EL/LAAS serve three primary purposes:

- Provision of Person-Centred Supports that respects the autonomy and decisions of our Clients / Customers and ensuring they are involved in all aspects of their service provision.
- Aiding our Clients/Customers in building their capacity for independence and the achievement of their goals, such as the development of skills and participation within their community.
- Ensuring that the Clients / Customers receive a service that respects their legal and human rights and allows them to live with the dignity all community members deserve.

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Services

EL/LAAS request the Customer / Client contribute toward the running costs and expenses of Supported Independent Living (SIL). SIL services provide support with and/or supervision of daily tasks to promote the skills of an individual to live as independently as possible.

Customer / Client Contribution to be paid to EL/LAAS

- 50% of the disability support pension
- 50% of the pension supplement
- 100% of the energy supplement
- 100% Mobility Allowance (Where paid direct to Customer / Client)
- 100% NDIS Transport Budget

Payments will be made in two separate transactions by direct debit/credit on a fortnightly basis, breakdown of these payments are made up by:

SIL House Contribution

These payments are made directly to the house account for the day to day expenses of running cost associated with house expenses. These funds are budgeted on an annual basis and allocated as appropriate to support Customer / Client daily living supports requirements.

Breakdown of House Contribution

- 27.5% of the disability support pension
- 27.5% of the pension supplement
- 100% of the energy supplement

Customer / Client Contribution to the Organisation Contribution

These payments are made directly to the organisation operating account for direct costs associated with the provision of Customer / Client supports. These funds assist the organisation to provide a quality service and supports Customers / Clients in achieving their goals and having maximum choice and control over their service. These funds are budgeted on an annual basis and allocated as appropriate to support Customer / Client daily supports and living requirements.

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Breakdown of Organisation Contribution

- 22.5% of the disability support pension
- 22.5% of the pension supplement
- 100% Mobility Allowance (Where paid directly to Customer / Client)
- 100% NDIS Transport Budget

Increases in contribution

Payments will be indexed automatically by EL/LAAS in line with any increase as approved and implemented by Centrelink. EL/LAAS will adjust any automatic debit/credit to reflect these changes.

Customer / Client contribution can be defined as:

- Electricity and other heating and cooling costs i.e. wood
- Telephone and internet costs
- Excess water
- Food
- Furnishings and equipment for communal areas within the house
- Maintenance and gardening expenses
- House and contents insurance
 - Basic contents insurance will be provided; however, Customers / Clients are responsible for taking out individual insurance for items of value in excess of \$1000
- Consumables such as cleaning products
- Other expenses as deemed appropriate for Customers / Clients to make contribution towards

Items not covered by the Customer / Client contribution policy:

- Rent (See Customer / Client Rent Policy)
- Medication
- Medical Costs
- Personal items
- Recreational activities including holidays
- Insurance for items of value in excess of \$1000
- Personal spending money (Customers / Clients who do not attend Day Options)

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- Any other expense which is not deemed appropriate by EL/ LAAS
- Day option fees

Items stated above as not being included in the Customer / Client contribution is intended to provide a general overview. Items and expenses that do not fall into any defined category in the above lists will be assessed on an individual basis and approval for use of organisation or Customer / Client contribution funds will be at the discretion of the Chief Executive Officer.

Customer / Client Contribution Payments:

All payments will be made via direct debit / credit from the Customer / Client personal bank account to the EL/LAAS account. Each SIL house will operate a separate account with a standard ledger in place with accounts reconciled monthly and audited by an external accountant biannually. Customers/Clients and/or authorised representatives can request access to review house accounts at any time.

The organisation will maintain income and expenditure statements and use transparent accounting practices. An external accountant will reconcile and close accounts on a monthly basis with organisation finances being audited by an external auditor on an annual basis.

Please note: the organisation reserves the right to review items covered by the Customer / Client Contribution Policy at any time and provide Customers/Clients with 14 days' notice of any changes.

LAAS/EL acknowledges Clients/Customers may have low income and is therefore committed to keeping costs to a minimum. Situations of severe hardship may be referred to the Operations team or CEO for special consideration.

DOCUMENTATION

Documents related to this policy	
Related policies	Q104A – Reporting Incidents Guideline Q102 – Customer Rights and Service Charter Q275 – Continuous Improvement Policy