

Commonwealth Home Support Program (CHSP) Client Contribution Statement

Purpose

This policy explains how client contributions are applied to services provided under the Commonwealth Home Support Programme (CHSP).

CHSP is funded by the Australian Government to support older people to remain living independently and safely at home. Client contributions help support the delivery of services and ensure that support remains available to those who need it.

We are committed to providing a fair, transparent, and respectful approach to client contributions. No client will be refused services because they are experiencing genuine financial hardship.

Our commitment

We recognise that every person's financial circumstances are different. When determining client contributions, we aim to balance affordability for individuals with the need to maintain high-quality, sustainable services for the community.

Client contributions collected are used to support the ongoing delivery and expansion of the services we are funded to provide.

Principles

Our approach to client contributions is guided by the following principles:

- **Fairness and equity** Contribution amounts are set with consideration of a person's individual circumstances and capacity to pay.
- **Transparency** Information about contribution rates, payment options, and any applicable fees will be provided before services begin and whenever changes occur.
- **Consistency** Contributions are applied in accordance with the CHSP Client Contribution Framework and are applied consistently across all CHSP-funded services.
- **Financial hardship support** We understand that some clients may experience financial difficulties. Clients experiencing hardship may apply for a reduction or waiver of their contribution.
- **Accountability** All client contributions are receipted and managed in accordance with organisational policies, funding requirements, and relevant legislation.
- **Sustainability** Client contributions help us continue delivering services and support improvements that benefit current and future clients.

How contributions are determined

Assessment

During your onboarding process, and during ongoing service reviews, we will discuss your ability to contribute towards the cost of services.

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Notification

Before services commence, you will receive information about:

- Your contribution amount
- How and when payments are made
- Available payment methods
- How to apply for financial hardship assistance if required

Reviews

Client contributions rates are reviewed annually in line with the CHSP Client Contribution Framework and changes take effect from 1 July.

Contribution arrangements are reviewed:

- Annually; or
- When your circumstances change and may affect your ability to contribute.

Payment arrangements

Payment for services is requested after supports have been delivered.

We bill in arrears, which means you will receive an invoice or statement after the service has occurred.

Preferred payment method

Our preferred method of payment is **Direct Debit**.

If you choose Direct Debit, you will be asked to complete a Direct Debit Request Form, which we will provide to you.

Other payment options

Alternative payment methods may also be available. Please refer to your statement or contact us for further information.

Non-payment of contributions

We understand that there may be times when payment difficulties arise.

If contributions are not paid, we will contact you to discuss the situation and identify appropriate options or supports. Non-payment alone will not result in your services being withdrawn.

We encourage clients to contact us as soon as possible if they are experiencing difficulties making payments.

Financial hardship

We are committed to ensuring that financial circumstances do not prevent access to necessary support services.

If you are experiencing financial hardship and are unable to afford the client contribution, you may apply for a temporary or permanent reduction or waiver of fees.

To discuss your situation or request a hardship application, please contact our Coordination Team. They will provide information about the financial hardship process and any supporting documentation that may be required.

All hardship requests are treated confidentially and assessed fairly and respectfully.

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