OUR CLIENT CONTRIBUTION POLICY

CHURCHES OF CHRIST
LIFE CARE LIMITED

Introduction

Within the current provider operations requirements under the Commonwealth Home Support Program (CHSP), it is necessary for Life Care to make publicly available, a policy that states how Life Care intends to set contributions levels for services received.

Source of Obligation

The primary obligations is prescribed in Charging for the Commonwealth Home Support Programme (CHSP) for Life Care to have a Client Contribution Policy and make it publically available.

The Aged Care Legislative Framework of Aged Care Act 2024, Aged Care Rules 2025 and the Strengthened Aged Care Quality Standards, specifically Standard 1 The individual, Outcome 1.4 "Transparency and agreements" – The individual, the Transparency and agreements outcome (1.4) requires that the provider supports people to understand the services they will receive, and the fees and other charges they will pay.

Policy Purpose

To set out how Life Care collects consumer contributions for CHSP-funded services in a way that is consistent, transparent and equitable.

Policy Statement

Life Care will apply the following principles to CHSP consumer contributions:

Consistency: All clients who can afford to contribute to the cost of their care should do so. Client contributions should not exceed the actual cost of service provision.

Transparency: Policies should be in an accessible format and publicly available. A copy of this policy will be provided and explained to all new and existing clients as part of intake and assessment.

Hardship: We will identify, assess and respond to financial hardship; the needs and dignity of clients will guide any decision to waive or reduce contributions.

Recordkeeping & Reporting: All contributions collected and waived must be recorded and reported in line with CHSP Grant Agreement, Data Exchange requirements and in our internal financial systems.

Fairness: Contributions will be reasonable, clearly explained, and will not create a barrier to accessing essential services. Concessions and hardship provisions will be available.

Sustainability: Revenue from client contributions should be used to support ongoing service delivery and expand the services that are currently funded to deliver.

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Scope

All Commonwealth Home Support Program (CHSP) Funded services provided by Life Care.

Roles and Responsibilities

Role	Responsibility
Chief Financial Officer	Monitor client contributions for alignment to Policy and CHSP manual requirements.
Finance Team	Facilitate the collection of contributions in accordance with principles
Case Managers	Promote the payment of contributions in alignment with the CHSP requirements. Explain the policy to clients at intake and assessment.
Customer Care Team	Explain the policy to all clients where required i.e. for all services provided in the home and in the clinic.

Definitions

Client contribution is a financial contribution requested from a CHSP client towards the cost of providing their government-subsidised service. Contributions do not replace government funding and cannot exceed the cost of service delivery.

Procedure

Services Subject to Contributions

All CHSP services provided by Life Care attract a client contribution. Specifically excluded in accordance with the CHSP Guidelines are:

- Sector support and development
- Hoarding and squalor assistance
- Home adjustments - cost in dollars and is capped at $15,000 for more complex modifications
- Equipment and products - cost in dollars and quantity of items (purchased or loaned) with a $1,000 cap per client per year

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Setting Contribution Amounts

Contribution amounts are determined using the following methods:
- Fixed unit contribution per visit (e.g., $X per 30 minutes)
- Hourly rate for specific services (e.g., home maintenance)
- Session fee for group/centre programs

Market and costs comparisons are undertaken to ensure contribution amounts are reasonable.

Contribution amounts are reviewed annually and increased in alignment with Consumer Price Index (CPI) and National Minimum Wage Increases as set by Fair Work Ombudsman.

Planned increases will be communicated in writing at least 14 days before they take effect.

Concessions, Exemptions and Hardship

Clients experiencing financial hardship can apply for a reduction or waiver of contributions. Refer to Life Care's Fee Hardship Policy for further guidance.

Charging, Invoicing and Payment

Contributions are invoiced fortnightly. Payment methods: direct debit or credit card. Receipts will be issued for all payments. Unpaid accounts will trigger reminders and a hardship review before any service suspension.

Refunds and cancellations

Where services are cancelled or refunded, the cancellation, suspension and cessation of services policy will apply. Refunds will be processed within 5 business days.

Communication and consent

Policy information will be provided to all clients at intake, included in the client agreement and available on the website and on request in alternative formats.

Recordkeeping and reporting

All contributions collected, waived or adjusted must be recorded. The organisation will ensure data reported to the Data Exchange reflects actual client contributions.

Complaints and review

Clients may lodge complaints about contributions. See Feedback and Complaints Policy for further information.

This Policy is effective from 13 November 2025

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