

Commonwealth Home Support Program (CHSP)

Client Contribution Policy

1. Purpose

The purpose of this policy is to provide transparency and consistency in how JQ Services determines, applies, and manages client contributions for services delivered under the **Commonwealth Home Support Program (CHSP)**.

JQ Services recognises the importance of ensuring that clients who can afford to contribute towards the cost of their services are encouraged to do so, while protecting and supporting those who are most financially vulnerable.

The objectives of this policy are to:

- Establish a consistent approach to client contributions.
 - Maintain the financial sustainability of CHSP-funded services.
 - Provide safeguards and flexibility for clients experiencing financial hardship.
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2. Scope

This policy applies to all **JQ Services Home Maintenance** clients who receive services funded under the **Commonwealth Home Support Program (CHSP)**.

3. Compliance

As a CHSP provider, JQ Services is required to have a **documented and publicly available client contribution policy** that aligns with the **National Guide to the CHSP Client Contribution Framework**.

4. Policy Principles

The following principles guide the implementation of this policy:

4.1 Consistency

The Australian Government subsidises CHSP services.

Every client entering the Commonwealth Home Support Program is advised of their client contributions before service begins. All clients who can afford to contribute to the cost of their service are expected to do so, ensuring equity and consistency.

4.2 Sustainability

Client contributions help maintain the long-term sustainability of CHSP services. Revenue collected from contributions is used to support ongoing service delivery.

4.3 Fairness

Contributions are determined based on a client's financial circumstances, service usage, and capacity to pay. Clients with similar income levels and service use will be charged equivalent contributions.

4.4 Financial Hardship

No client will be refused a service if they are unable to pay.

Clients who experience temporary or ongoing financial hardship may request a fee reduction, waiver, or payment plan under the **CHSP Financial Hardship Procedure**.

Decisions will be reviewed in line with the client's care plan or service agreement or the date the temporary financial hardship is granted in agreement with the client.

4.5 Transparency

All fees, contributions, and any changes to these will be communicated clearly to clients before services commence or are adjusted. A minimum of **four (4) weeks' notice** will be provided for any change in contribution rates.

5. Client Contribution Guidelines

5.1 Couples

Where both members of a couple are CHSP clients, they will not be asked to contribute separately for shared services.

5.2 Multiple Services Access (Bundling)

Clients accessing multiple CHSP services (e.g. home maintenance, social support, domestic assistance) will be asked to contribute to each funded service type.

5.3 Compensation

Clients who receive, or have received, a compensation payment that covers the cost of home-based care will be required to pay the **full cost** of the service. JQ Services will work with clients individually to ensure CHSP funds are used appropriately.

5.4 Accessing Services Through Multiple Providers

JQ Services may liaise with other CHSP providers to ensure clients are not double-charged for similar services.

5.5 Non-Payment of Contributions

If a client fails to make payments, staff will:

- Contact the client to discuss the reason for non-payment.
 - Explore flexible payment options or short-term payment plans.
 - Reassess the client's financial situation using the Financial Hardship Procedure if necessary.
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6. Roles and Responsibilities

CEO/Manager/ Coordinator	Ensure policy implementation, monitor consistency, and support staff in applying fee principles and hardship processes.
Staff	Discuss contribution expectations with clients before services begin, ensure clients understand their rights and options, and apply hardship procedures where needed.
Administration Team	Maintain accurate records of client contributions and ensure efficient and confidential handling of financial information.

7. Reporting

JQ Services will record and report the total dollar amount of client contributions received for CHSP-funded services, as required by funding agreements and CHSP reporting requirements.

8. Related Documents

- **CHSP Manual (2025)**
 - **National Guide to the CHSP Client Contribution Framework (2025)**
 - **JQ Services Financial Hardship Policy (October 2025)**
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9. Review

This policy will be reviewed **every two years** or earlier if required by changes to CHSP guidelines, legislation, or organisational needs.

Document Control

Policy Title	CHSP Client Contribution Policy
Approved By	Ka Chan CEO
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