

CHSP Client Contribution

Overarching SVHA or SVHM policy: TBC
Overview and purpose: To provide staff and clients with guidance on CHSP client contributions
Scope (where?): St Vincent's campuses - Victoria
Scope (who?): SVHM, SVVH and SGHS staff providing care to clients under CHSP funded services
Key related documents: - CHSP Manual - National guide to the CHSP client contribution framework - Informed Consent - SVHA CHSP services brochure - Complaints and Feedback

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Guideline

1. Policy Statement

The Australian Government Department of Health contracts St Vincent's to provide services under the Commonwealth Home Support Programme (CHSP).

The cost of CHSP services and support is partly funded by a government subsidy. However, to maximise the number and value of services received, clients are asked to contribute to the cost of the delivery of services¹.

Under the CHSP, service providers are required to have a documented and publicly available Client Contribution Policy in place that aligns to the *national guide to the CHSP client contribution framework* (the framework) and balances the following objectives:

- To move towards national fairness and consistency in client contributions
- To improve the sustainability of the CHSP
- To provide appropriate safeguard for financially disadvantaged clients

This applies to new and existing clients.

2. Client Contribution Principles

As defined in the *Commonwealth Home Support Programme, Program Manual 2024-2025*, the following principles have been adopted when providing CHSP services;

- 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:** Client contribution policies should include information in an accessible format and be publicly available, given to, and explained to, all new and existing clients.
- Hardship:** Individual policies should include arrangements for those who are unable to pay the requested contribution.
- Reporting:** Grant agreement obligations include a requirement for service providers to report the dollar amount collected from client contributions.

- e) **Fairness:** The Client Contribution Framework should take into account the client's capacity to pay and should not exceed the actual cost to deliver the services. In administering this, service providers need to take into account partnered clients, clients in receipt of compensation payments and bundling of services.
- f) **Sustainability:** Revenue from client contributions should be used to support ongoing service delivery and expand the services providers are currently funded to deliver.¹

3. Contribution

The CHSP Client Contribution is a voluntary contribution in accordance with *the framework*. All information obtained about a client's income and expenses when determining the contribution will be treated as private and confidential.

St Vincent's client contributions are listed below.

Table 1: CHSP client contribution as at June 2024

CHSP Service Type	Cost per hour	Maximum monthly fees
Allied Health	\$15	\$100
Nursing	\$10	\$150
Specialised Support	\$12	\$100

Any client contribution adjustments will be reviewed and reassessed on an annual basis.

a) Invoicing and payment of contribution:

Unless otherwise agreed, contributions payable under this Agreement are required to be made via BPay.

References

1. Commonwealth Home Support Programme, Program Manual 2024-2025 [CHSP manual \(health.gov.au\)](https://www.health.gov.au/publications/chsp-manual-2024-2025)
2. National Guide to the CHSP Client Contribution Framework [National Guide to the CHSP Client contribution framework \(health.gov.au\)](https://www.health.gov.au/publications/national-guide-to-the-chsp-client-contribution-framework)
3. https://www.canberrahealthservices.act.gov.au/data/assets/word_doc/0006/1981239/Commonwealth-Home-Support-Programme-CHSP-Client-Contribution-Policy.docx
4. [CCL-Client-Contribution-Statement-September-2020.pdf \(careconnect.org.au\)](https://www.careconnect.org.au/publications/ccl-client-contribution-statement-september-2020)

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