

Client Contribution Policy – Commonwealth Home Support Programme (CHSP)

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1. Policy Purpose

This policy outlines how Carers Victoria manages client contributions for services delivered under the Commonwealth Home Support Programme (CHSP). It explains when contributions apply, how they are determined, and the support available for carers who may experience financial difficulty.

2. Scope

This policy applies to carers registered with Carers Victoria who receive CHSP-funded brokered respite services.

3. Our Commitment

Carers Victoria aims to ensure CHSP services remain accessible, fair and sustainable. We follow the National CHSP Client Contribution Framework and apply the following principles:

- **Consistency** – Carers who can afford to contribute to their services are asked to do so, and contributions never exceed the cost-of-service delivery.
- **Transparency** – Contribution information is provided clearly and discussed with all carers.
- **Fairness** – Contributions reflect a carer's capacity to pay and individual circumstances.
- **Hardship Support** – Carers who cannot pay may request a reduction or waiver.
- **Sustainability** – Contributions help support the delivery of CHSP services which is part funded by the Australian Government.
- **Reporting** – Carers Victoria reports total contributions collected to the Department of Health and Aged Care.

4. How Contributions Work

- Contribution rates are set in line with the national CHSP Client Contribution Framework and do not exceed the cost of delivering the service.
- Contribution rates assist Carers Victoria to co-ordinate and deliver the service.
- Carers will be given at least three months' notice of any changes to contribution rates.
- Carers are advised of the expected contribution amount before services commence, and this is recorded in the service agreement.

4.1 Assessment process

- A care advisor discusses the carer's respite needs and the support options available.
- If respite is arranged (in-home, community-based or group setting), a client contribution applies.
- Contribution fees for services are charged per hour.

- The service type and applicable contribution rate are confirmed with the carer and documented in their service agreement.

4.2 Accounts

- Monthly accounts are issued and include the service date(s) and the applicable contribution amount.
- Accounts can be paid via internet banking or by credit card.
- Contact details for account queries (including to discuss your contribution) are provided on the account.

4.3 Change of service or cancellations

- To change a service day or time, or to cancel a service, carers must contact the brokered service provider directly.
- Where less than 24 hours' notice is given and the provider cannot accommodate the change, the usual client contribution may still be charged.
- This is discussed during assessment and outlined in the carer's service agreement.

4.4 Hardship Assistance

During the assessment, if a carer is unable to pay their contribution, they can discuss this with the care advisor. Options may include:

- temporary or ongoing fee reduction
- full or partial waiver
- payment plans

Each request is considered individually and confidentially and will include a review.

4.5 More Information

Carers can contact Carers Victoria for support, questions about contributions, or to discuss hardship options at any time during the support period by calling 1800 514 845 or emailing CHSP@carersvictoria.org.au

To learn more about Carers Victoria's Hardship Policy please visit Carers Victorias website [Home page - Carers Victoria](#)

7. References and Related Documents

- Information Privacy Act 2000 (Vic)
- Privacy Act 1988 (Cth)
- Commonwealth Home Support Programme (CHSP) Manual 2025–27
- National CHSP Client Contribution Framework (Appendix E)
- Carers Victoria Apply CHSP Respite Contribution Rates SOP
- Carers Victoria CHSP Respite Service Agreement
- Carers Victoria Complaint, Compliments & Feedback Procedure
- Hardship Policy – CHSP
- Client Contribution & Hardship Procedure CHSP

8. Policy Review and Revision

This organisational policy will be reviewed every two years or earlier if triggered by regulatory, organisational, or operational changes