



Client Contribution Policy – CHSP Allied Health Services

Provider: Intelligent Health Care Australia (IHCA)

1. Purpose

This policy outlines how Intelligent Health Care Australia (IHCA) manages client contributions for allied health services delivered under the Commonwealth Home Support Programme (CHSP), in accordance with the **CHSP Programme Manual 2025–27**, specifically **Part B, Section 6 (Client Contributions)**.

2. Scope

This policy applies to all CHSP-funded allied health services delivered by IHCA, including but not limited to: - Physiotherapy - Occupational Therapy - Podiatry - Dietetics - Other allied health services funded under CHSP

This policy applies to all CHSP clients receiving services from IHCA in clinic, community, or home-based settings.

3. Policy Statement

In accordance with the **CHSP Programme Manual 2025–27, Part B – Service Delivery Requirements, Section 6 (Client Contributions)**, IHCA: - Encourages clients to contribute to the cost of their care **where they are able to do so** - Ensures that client contributions are **voluntary and not compulsory** - Ensures that a client's **capacity to contribute does not affect access to services** - Does **not apply means testing** to CHSP clients

Clients will **not be denied services** if they choose not to, or are unable to, make a client contribution, consistent with **Part B, Section 6.3** of the CHSP Manual.



4. Client Contributions

Client contributions are a **voluntary payment** made by clients to assist with the cost of delivering CHSP services, as outlined in **CHSP Programme Manual Part B, Section 6.1**.

In accordance with **Part B, Sections 6.2–6.4**: - Contribution amounts must be **reasonable and affordable** - Contribution practices must be **transparent and clearly communicated** - Providers are responsible for setting contribution amounts - Contributions must be applied **consistently** across similar service types

IHCA aligns its contribution approach with the **National CHSP Client Contribution Framework**, contained in **Appendix E – National Unit Price Ranges and Guide to Client Contributions**.

5. Financial Hardship and Ability to Pay

Consistent with **CHSP Programme Manual Part B, Section 6.5**, IHCA recognises that some clients may experience financial hardship.

Accordingly: - Clients may **self-identify financial hardship** - Client contributions may be **reduced or waived** at the client's request - Clients are **not required to provide evidence** of income or financial status

Discussions regarding financial hardship are conducted in a **sensitive, respectful, and confidential** manner.

6. Invoicing and Payment

In line with **CHSP Programme Manual Part C – Provider Responsibilities (Fees and Charges)**: - Client contributions may be collected at the time of service or invoiced after service delivery - Flexible payment options are offered where possible - Clients may request a receipt for any contribution paid

Clients are clearly advised that: - Contributions are voluntary - Non-payment will not result in service refusal, delay, or reduction



7. Transparency and Client Information

As required under **CHSP Programme Manual Part C – Provider Responsibilities**, IHCA ensures that: - This policy is made available to clients upon request - Client contribution arrangements are explained prior to service commencement - Clients are informed of their right to decline or request a reduction in contributions

8. Compliance and Quality Standards

This policy aligns with: - **CHSP Programme Manual 2025–27** (Part B, Section 6; Appendix E; Part C) - **Aged Care Quality Standards**, particularly **Standard 1 – Consumer Dignity and Choice**

9. Responsibilities

- **Management:** Ensure contribution practices comply with CHSP requirements and that this policy is reviewed regularly
- **Clinical and administrative staff:** Apply contribution practices consistently and communicate information clearly and respectfully

10. Policy Review

This policy will be reviewed: - At least every **two (2) years**, or - Earlier if amendments are made to the CHSP Programme Manual, funding arrangements, or compliance obligations

Policy Version: 1.2

Effective Date: 1st November 2025

Next Review Date: 1st November 2027

This policy is issued in accordance with the Commonwealth Home Support Programme (CHSP) Programme Manual and supports IHCA's commitment to accessible, equitable, and client-centred allied health services.
