



# Client Contribution Policy – CHSP Allied Health Services

**Provider:** Intelligent Health Care Australia (IHCA)

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## 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)**.

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## 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.

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## 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.

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Intelligent Health Care Australia

ABN :67637669802

M: 1300029794 E: CHSP@lhcaus.com W: www.ihcaus.com Mail: 341 Casula Mall, NSW, 2170



## 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**.

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## 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.

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## 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

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## 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

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## 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**

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## 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
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## 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

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**Policy Version:** 1.2

**Effective Date:** 1<sup>st</sup> November 2025

**Next Review Date:** 1<sup>st</sup> November 2027

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*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.*

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