



## Commonwealth Home Support Program (CHSP) Client Contribution Procedure & Schedule

### Purpose

The purpose of this procedure is to outline client contributions under the Commonwealth Home Support Program (CHSP). Client contributions are requested to ensure the sustainability and accessibility of services while maintaining a fair and equitable approach for all participants.

### Scope

This procedure (and related document/s) applies to Multicap Limited (ABN: 40 120 240 686) and all subsidiary companies, related entities, and affiliates anywhere in Australia.

The procedure applies to clients receiving services delivered under the CHSP, including Transport Services, Allied Health and Home Maintenance services. Other services may be added over time pending new funding.

### Definitions/Acronyms

Term/Acronym	Definition
Client	<ul style="list-style-type: none"> <li>People who are funded and supported under the Commonwealth Home Support Program.</li> </ul>
CHSP	<ul style="list-style-type: none"> <li>Commonwealth Home Support Program (Grant funded government subsidies program providing home care to eligible seniors.)</li> </ul>
Contribution	<ul style="list-style-type: none"> <li>The amount that is required for a client to pay to receive their services.</li> </ul>
Financial Hardship	<ul style="list-style-type: none"> <li>Having trouble contributing to the cost of receiving their home care services.</li> </ul>

### Principles

Multicap adheres to a principal-based approach to charging, collecting, and reporting client contributions as outlined in the National CHSP Client Contribution Framework. Client Contribution procedures for the provision of CHSP services should incorporate the principles below:

Principal	Explanation
Consistency	The Australian Government subsidises the CHSP. It is a requirement that all clients who can afford to, contribute to the cost of their services.
Transparency	The client receives clear information about their contribution responsibilities and how contributions are calculated. The client contribution procedure will be publicly available on our website, provided to clients prior to services, and explained to all new clients.
Other Considerations (Hardship)	Arrangements will be made for clients who are unable to pay the requested contribution due to extenuating circumstances.
Reporting	It is a requirement as per the funding grant agreement for Multicap, to report the dollar amount collected from client contributions received for CHSP services.
Fairness	Consideration will be taken into account as the client's capacity to pay and will not exceed the actual cost to deliver the services.
Sustainability	The revenue received from client contributions is used to support ongoing service delivery and allow the organisation to expand its services.



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### Client Contribution Considerations

#### Eligible Services

Client contributions may apply to the following services:

- Allied Health and Therapy Service.
- Home Maintenance and Gardening Service - These services are provided under CHSP to help clients maintain a safe and comfortable living environment. These services may include minor home repairs, gardening and safety modifications. Fees for home maintenance are designed to be affordable and fair, with considerations given to the client's financial circumstances. Clients are charged a standard contribution rate for home maintenance services as per the fee schedule.
- Transport Services.

#### Exemptions

- Clients who hold a valid pensioner concession card, health care card, or veteran's card may be eligible for a reduced contribution or exemption.
- If clients are unable to pay their contribution due to financial hardship, they should contact us as soon as possible to discuss alternative payment options or apply for a contribution waiver.
- We will work with clients to develop a flexible payment arrangement that takes their individual financial situation into account.
- Any requests for a reduction or waiver of contributions will be assessed on a case-by-case basis and treated with confidentiality and respect.

#### Fee Schedule

Standard Contribution: Clients are asked to contribute an amount based on their income, as per the Client Contribution Framework. A sliding scale is applied, with lower-income clients paying a reduced fee. This procedure will be reviewed bi-annually to ensure compliance with government guidelines and assess its fairness and accessibility. The client will be notified of any changes to the procedure or fee schedule. Current Fee Levels are shown in our Fees and Charges Schedule. (Appendix A)

#### Payment Process and Invoicing

Contributions are collected regularly, and clients' invoices are provided monthly. Payment methods include direct debit, credit card (payments accepted over the phone only), and invoicing.

Multicap offers a direct debit option for CHSP client's contributions to streamline the payment process. This method provides a convenient, secure, and reliable way for clients to fulfil their contribution requirements on a regular basis.

#### Client Rights and Responsibilities

- Clients have the right to request a review of their contribution amount at any time.
- Clients are responsible for making their contributions in a timely manner to avoid interruption in services.
- Clients are encouraged to inform our organisation if they are experiencing financial hardship or other challenges affecting their ability to contribute.
- Clients who cancel their appointment outside of the 24 hours prior to the scheduled visit start time, will not be charged. However, if cancellation occurs inside the 24-hour window prior to the visit start time, a cancellation full-service fee will be charged.



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### Relevant Legislation

- *Aged Care Act 2024 (Cth)*
- *Aged Care Quality and Safety Commission Act 2018 (Cth)*
- *Aged Care Quality and Safety Commission Rules 2018 (Cth)*
- *Aged Care Quality Standards 2019 (Cth)*

### Related Documents

- CHSP Programme Manual 2024-2025
- National Guide to the CHSP Client Contribution Framework
- CHSP Client Contribution Framework



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### Appendix A – Fees and Charges Schedule

Region	Service Type	Rate	Unit
Allied Health and Therapy Services- <b>Wide Bay Region QLD</b>	Physiotherapy, Occupational Therapy, exercise physiology, Social Work and more.	\$12.50	Hour
Allied Health and Therapy Services- <b>South Coast QLD</b>	Physiotherapy, Occupational Therapy, exercise physiology, Social Work and more.	\$16.40	Hour
Home Maintenance and Gardening Services – <b>Southern Metro VIC</b>	Assistance with minor maintenance jobs to keep your home safe and comfortable. Can include things like gutter cleaning, window cleaning, installing smoke alarms and changing light bulbs.	\$16.50	Hour
Home Maintenance and Gardening Services – <b>Northern Metro VIC</b>	Assistance with minor maintenance jobs to keep your home safe and comfortable. Can include things like gutter cleaning, window cleaning, installing smoke alarms and changing light bulbs.	\$16.50	Hour
Home Maintenance and Gardening Services – <b>Western Metro VIC</b>	Assistance with minor maintenance jobs to keep your home safe and comfortable. Can include things like gutter cleaning, window cleaning, installing smoke alarms and changing light bulbs.	\$16.50	Hour
Home Maintenance and Gardening Services – <b>Eastern Metro VIC</b>	Assistance with minor maintenance jobs to keep your home safe and comfortable. Can include things like gutter cleaning, window cleaning, installing smoke alarms and changing light bulbs.	\$21.80	Hour
Transport Services – <b>VIC</b>	Direct Car- Transport via car to support your access to the Community	\$0.00	Each Way Trip
	Indirect Voucher- Subsidize transport to help you access the Community	\$0.00	

### Cancellations

- A full-service fee will be charged if a cancellation occurs inside the 24-hour window before the service is due.