

## SSSS Inc. CHSP CLIENT CONTRIBUTION POLICY AND FINANCIAL HARDSHIP POLICY

Approved October 2025

**Commonwealth Home Support Program (CHSP)** providers delivering funded aged care services may charge clients an amount (the CHSP contribution) for or in connection with those services under section 286 of the **Aged Care Act 2024 (the Act)**. The CHSP contribution must be agreed with the client in writing, including how and when it is to be paid and outlined in the client's Service Agreement.

The CHSP is a specialist aged care program, with providers funded through the **Australian Government Department of Health, Disability and Ageing**.

The Serbian Social Services and Support Inc. (SSSS Inc.) as part of a consistent approach to the provision of CHSP services, charge client contributions for Commonwealth Home Support Program services. SSSS Inc. aims to ensure that our services are affordable and accessible. This policy outlines the approach that SSSS Inc. has taken when applying client contributions to services provided under the Commonwealth Home Support Program (CHSP).

Under the National CHSP Client Contribution Framework, SSSS Inc. adopts the following 6 principles in setting client contribution policies:

1. **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.
2. **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.
3. **Hardship:** Individual policies should include arrangements for those who are unable to pay the requested contribution.
4. **Reporting:** Grant agreement obligations include a requirement for service providers to report the dollar amount collected from client contributions.
5. **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.
6. **Sustainability:** Revenue from client contributions should be used to support ongoing service delivery and expand the services providers are currently funded to deliver.

## Financial Hardship Provisions

Older person will not be denied CHSP services because they are unable to pay. Financial hardship assistance can help client, if for reasons beyond client's control, client cannot afford to pay some, or all of client's contribution fees.

Older person can apply for financial hardship:

- By completing and lodging the Aged Care Claim for financial hardship assistance form (SA4624) and submit documentation of their essential leaving expenses with Services Australia
- Contact Services Australia on 1800 227 475 to get more information, get a printed copy of the application form and discuss the outcome of an application.
- Contact Aged Care Specialist Officers on 1800 200 422
- Contact Financial Information Services on 13 23 00
- Contact Aged Care Advocacy Line on 1800 700 600

If an older person is approved for financial hardship, an outcome letter received from Services Australia must be submitted to SSSS Inc. via email [serbian\\_sss@iprimus.com.au](mailto:serbian_sss@iprimus.com.au)

SSSS Inc. will waive full amount of CHSP contribution for the period ending date on the financial hardship application. If an older person's application for financial hardship is not successful, they can call the aged care line on 1800 227 475.

### Process for client contribution increases:

SSSS Inc. will charge a higher price for the group support service (excursions) due to (extended distance travelled and time). This increase will be advised through our usual communication (in-writing: rosters, text mgs and phone calls).

SSSS Inc. will discuss with client and seek client's agreement to any changes to client's contribution. SSSS Inc. will review CHSP Service Agreement with the updated client contribution fee in accordance with the Department of Health and Aged Care advice for CHSP reasonable client contributions.

### Accepting CHSP contributions in advance (under section 286 of the Aged Care Act 2024 (the Act):

Under the Act, SSSS Inc. may request a client to pay an amount in advance. Clients must not be required to pay a CHSP contribution more than 1 month in advance of the day they receive the funded aged care services under the CHSP.

### Refunds of amounts paid in advance (section 286):

If a client dies or stops accessing funded aged care services and has paid an amount in advance for services yet to be received, the SSSS Inc. must refund the amount.

If the client has died, the refund must be paid within 14 days of being shown the probate of the will/letters of administration of the estate, or within 28 days after the SSSS Inc. becomes aware of the client's death.

Otherwise, refund delivered to the client within 14 days after they stop accessing CHSP services.

## Cancellation of services:

For Commonwealth Home Support Programme (CHSP) services, the cancellation fee is limited to the client contribution. A cancellation fee may apply when a scheduled service is cancelled with less than 24 hours' notice and the service was ready to be delivered. No cancellation fee will be charged if the client provides more than 24 hours' notice, or if the cancellation is due to hospitalisation, bereavement, or other valid reasons such as unsafe conditions or transport failure. Each situation is assessed individually, and discretion is applied where appropriate.

SSSS Inc. will discuss with the client if they want to have new services delivered and the client contribution they will be expected to pay. SSSS Inc. will also tell the client how to request a support plan review and assessment with an aged care assessor to access new services.

## SSSS Inc. PRICE LIST

What you are expected to pay / CLIENTS CONTRIBUTIONS	
Service	CHSP client contribution (what, when and how you pay)
Group Social Support	\$5.00 / per gathering/on the day of the activity/ by cash
Individual Social Support	\$0.00
Digital education and support	\$0.00
Accompanied activities	\$5.00 / per activity/ on the day of the activity/ by cash

## Review and Compliance

This policy will be reviewed in June 2027 to ensure it remains current and responsive. Updates will reflect changes in:

- CHSP guidelines and funding arrangements
- Government policies and directives
- Identified community needs and service delivery priorities

## Related Documents

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