

Commonwealth Home Support Programme (CHSP) Client Contribution (Fees) Policy

Version	Date approved	Date for review
0.4		
0.3		
0.2		
0.1	31-10-2025	31-10-2028

1. Policy

The purpose of this policy is to provide transparency around client contributions that play an important role in the ability of Coastlink to ensure that client needs are met. Coastlink is committed to ensuring that client contributions are set in accordance with the Client Contribution Framework that outlines the principles for service providers to adapt in setting and implementing their own contribution policy. This is to ensure that those clients who can afford to contribute to the cost of their care do so, whilst protecting those most vulnerable. Client contributions will be set under the following guiding principles:

Consistency: All clients who can afford to contribute to the cost of their care and services will be asked to do so. Client contributions will not exceed the actual cost of service provision.

Transparency: Coastlink client contribution policy will be publicly available, given to, and explained to all clients and is documented within the CHSP agreement.

Hardship: If a client believes they are unable to afford the client contribution they may apply in writing to Coastlink for a reduction or waiver in their contribution. All applications will be considered, and clients can request a review of their contribution at any time. The decision will be reviewed on an annual basis or sooner if your circumstances change.

Reporting: Commonwealth Grant agreement obligations include a requirement for Coastlink to report the dollar amount collected from client contributions.

Policy Name: Client Contribution Policy.SD.POL.11.VO.1 Number: 11 Version: 0.1	Approved by: CEO Located: Client Contribution Policy.SD.POL.11.VO.1.pdf Last Amendment Date: 17 November 2025 for formatting and document control.
Contact Officer: General Manager AC, Terri Israel	Next Review Date: 31 October 2028

Fairness: The Client Contribution Framework will take into account the client's capacity to pay. Coastlink has established a schedule of client contributions based on a fixed price per hour/per service. A client's initial contribution is clearly documented within their CHSP Agreement.

Sustainability: Revenue from client contributions is used to support ongoing service delivery and to enable the expansion of services we provide to meet the ever-changing needs of our clients.

Clients who access multiple service types of CHSP funding are required to contribute to each of these services. For example, if a client receives Individual Support for 2 hours and attends Group supports on a separate day, they will be required to contribute to each of those services.

2. Review

Coastlink will review the schedule of client contributions every twelve (12) months.

If client contributions change, Coastlink will provide clients with at least four (4) weeks' written notification.

3. Payment of Client Contribution

For clients in receipt of CHSP funded services, Coastlink prefers payment of client contributions via cheque, cash or bank transfer. Invoices for services are issued monthly in arrears.

Clients that attend Coastlink Friendship group are only charged for each session that they attend. Payment can be made by via tap, cheque, cash or bank transfer upon receipt of invoice. Invoices are issued monthly in arrears.

Details regarding payments options are available on the invoice issued.

On occasion there may be additional charges/costs for special outings. Clients will always be provided with notice of any additional costs.

4. Non-payment of Fees

If a client fails to make payments and is in arrears of the due date without prior arrangement, Coastlink will contact the client or their representative to discuss the reasons for non-payment, and the Coastlink Debt Management procedure will apply.

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5. Cancellation of Services

Clients may cancel their services at any time and for any reason. Clients in receipt of CHSP services must provide at least 48 hours' notice of the cancellation of any services. If a client does not provide at least 48 hours' notice, Coastlink will charge the applicable client contribution fee in respect of the cancelled service. Where services are rescheduled by Coastlink with less than 48 hours' notice, clients will not be charged for these services.

6. Implementation

The implementation of this policy is immediate, will be supported by staff induction, and training and team meetings, and staff reviews.

7. Evaluation

This policy will be reviewed at least every three years.

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