



CHSP Client Contribution Policy 3.07

Coast and Country Community Services Ltd

1. Policy Statement

Coast and Country Community Services Ltd (CCCSL) is committed to operating in accordance with the National Guide to the CHSP Client Contribution Framework and the CHSP 2025–27 Manual. This policy ensures fairness, transparency, and consistency in the collection of client contributions for CHSP services, while protecting those most vulnerable.

2. Scope

This policy applies to all clients receiving CHSP-funded services from CCCS, including:

- Transport
- Social Support Group
- Social Support Individual
- Meals
- Other services may be added as funded or required

3. Principles

- Consistency: All clients who can afford to contribute to the cost of their care should do so. Contributions will not exceed the actual cost of service provision.
- Transparency: This policy is publicly available and will be provided and explained to all new and existing clients before delivering services.
- Hardship: Clients experiencing financial hardship and unable to pay the requested contribution may apply for a reduction or waiver. No client will be denied services due to inability to pay.
- Reporting: All client contributions are recorded and reported as required by funding agreements.
- Fairness: The policy considers each client's capacity to pay and does not exceed the cost to deliver services.
- Sustainability: Revenue from contributions supports ongoing and expanded service delivery.

4. Determining Contributions

- The amount of client contribution is determined by CCCS's fee schedules that are attached to the service agreement provided to CHSP clients, during the intake process.
- Fee schedules are provided before service delivery and reviewed annually or as required.

- Any changes to fees will be communicated in advance.
- Current Fee Schedule: Fees for Transport, Social Support, and Meals are set out in the CCCS Fee Schedule, which is available on request and referenced in all service agreements.
- Contributions cannot exceed the total cost of delivery service.

5. Financial Hardship

- Clients experiencing financial hardship may request a review of their contribution.
- Applications for hardship will be assessed promptly and confidentially.
- Contributions may be reduced or waived based on individual circumstances.
- Information about the hardship policy is available on request and referenced in all service agreements.

6. Payment and Collection

- Invoices are issued monthly, and payment methods include direct debit, Centrepay, cash, cheque, or other agreed methods.
- Receipts are provided for all payments, upon request from the client.
- Clients will not be penalised or denied service, for inability to pay.

7. Review and Variation

- This policy is reviewed annually and whenever there are changes to the CHSP Manual or funding requirements.
- Clients are consulted and agreement is sought for any changes to their contribution.

8. Complaints and Feedback

- Clients may provide feedback or make complaints about this policy without fear of negative consequences.
- All complaints are addressed promptly and fairly.

9. Non-Payment fee

- If a client is identified as being in arrears for at least 21 days of the due date without prior arrangement, CCCS will contact the client to explore the reasons for non-payment.
- The client will be advised of their right to have an advocate during the discussions.
- If the issue remains unresolved after reasonable attempts:
- A written reminder is sent outlining the overdue amount and options for resolution.
- If non-payment continues without contact or valid reason, a formal review of services may be initiated.
- Services may be suspended or modified only after all reasonable steps to resolve the issue have been taken.

10. Reinstatement of Services

- Once payment arrangements are agreed upon or arrears are settled, full-service delivery will resume.

11. Service-Specific Notes

- Transport: Fees are calculated based on distance and service type, as per the CCCS Fee Schedule.
- Meals: Contributions reflect the cost of meal preparation and delivery, with hardship provisions available.
- Social Support (Group/Individual): Fees are set per session or activity, with flexibility for bundled or one-off contributions.

13. Related Documents

- CHSP Program Manual
- CHSP Non-Payment of Fees Policy
- Privacy and Confidentiality Policy
- Financial Hardship Procedure
- Client Handbook