

1. Purpose

Rise is committed to providing high-quality services through the Commonwealth Home Support Programme (CHSP). We aim to ensure our fees and financial arrangements are clear, fair and sustainable.

Clients who receive CHSP services are asked to make a small contribution toward the cost of their services. These contributions are set in line with the **National CHSP Client Contributions Framework**, issued by the Australian Government.

No one will be refused services because they cannot afford to pay. Clients experiencing financial hardship can still access CHSP-funded services without being disadvantaged.

This **CHSP fees and hardship support** procedure, along with the Rise **CHSP Fee Schedule** are available on our website.

Note: Clients receiving services under the Support at Home program can apply for financial hardship assistance through [Services Australia](#), using the official hardship process.

2. Procedure

2.1 Our approach to client contributions

We follow the principles set out in the **CHSP Manual 2025-2027**.

Consistency: Clients who can afford to contribute to the cost of their support are expected to do so. Contributions will never be more than the actual cost of delivering the service.

Transparency: Information about client contributions is provided in plain language. It is publicly available and explained to all new and existing clients.

Fairness: We take into account each client's individual circumstances, including their ability to pay. Contributions will not exceed the real cost of the service.

Financial hardship: We have arrangements in place to support clients who cannot afford to pay the requested contribution. This may include reducing or waiving fees.

Sustainability: Client contributions help us continue delivering services and maintain the programs we are funded to provide.

Reporting: As required under our grant agreement, we report the amount of client contributions collected.

2.2 How contributions are agreed

During the intake and referral process, we will explain:

- the services to be provided
- the agreed contribution amount
- any terms and conditions
- our CHSP Fee Schedule

This information is recorded in the client's Service Agreement.

2.3 How contribution amounts are worked out

Clients who can contribute without affecting their essential living expenses are encouraged to do so. Where paying a contribution would cause genuine financial hardship, this will not prevent access to services.

Contributions may be reduced, subsidised or waived following an assessment of individual circumstances.

When setting or reviewing a contribution, we consider:

- the National [CHSP Client Contribution Framework](#)
- the cost of delivering the service
- the client's income and essential living expenses
- the types of services listed in the client's Service Agreement

If affordability is unclear, we may ask for supporting information, such as pension details, income statements, or evidence of regular expenses.

All agreed contributions and any adjustments, along with the reasons for them, are recorded in the client's Service Agreement.

2.4 Reviewing fees

Service fees are reviewed each year. Any changes take effect from 1 July.

Fee changes are based on:

- the Consumer Price Index (CPI)
- the National CHSP Client Contributions Framework

Clients are advised in writing before any changes take effect.

2.5 Additional considerations

Couples and shared services: Client contributions apply only to people who are CHSP clients. If services are provided to a couple who are both CHSP clients, they are not charged separately for the same service. For example, if one hour of cleaning is provided to a couple, the contribution will be for one hour, not one hour per person.

Compensation payments: Clients who have received, or are receiving, compensation payments intended to cover some or all home support costs may be asked to pay the full cost of the services provided.

2.6 Payment of contributions

Clients receive a monthly invoice for services already delivered. Payment is due within 30 days. Our preferred payment methods are:

- Direct debit
- credit card
- electronic funds transfer (EFT)

Cash or cheque payments may be accepted by prior arrangement.

2.7 If payments are missed

If a client has trouble paying their invoice, we will work with them to set up a payment plan. We will make reasonable efforts to find a solution together.

If a client can pay but chooses not to, or does not follow an agreed payment plan, the Client Coordinator will contact them. Services may be suspended until payment is made. This will be discussed verbally and then confirmed in writing.

2.8 Financial hardship support

We understand that some clients may experience financial hardship and be unable to pay their contribution.

If this happens:

- staff will review the client's circumstances
- fees may be reduced or waived where appropriate
- requests are handled confidentially and promptly

To assess hardship, clients may be asked to provide information showing they cannot pay contributions without giving up essential living expenses. We take a flexible, case-by-case approach.

Examples of information we may consider include:

- proof of income (such as pension statements, Centrelink summaries, payslips or tax returns)
- bank statements
- evidence of significant expenses (for example rent, utilities or medical costs)
- other supporting information, such as debt notices or letters from financial institutions

2.9 How long fee reductions or waivers apply

Fee reductions or waivers are offered for 3, 6, and up to 12 months. Circumstances are reviewed at the end of this period, and extensions may be granted if hardship continues.

Clients should let their Coordinator know if their financial situation changes during this time.

2.10 Complaints and feedback

Clients can:

- ask for a review of a contribution decision
- provide feedback
- make a complaint

This can be done without fear of negative consequences. All complaints and appeals are handled fairly and promptly.

2.11 Reporting and monitoring

Rise reports annually, as required under the CHSP Grant Agreement, including:

- total client contributions collected
- contributions by service type
- the number of clients paying contributions
- the number of clients receiving fee reductions or waivers

We regularly review this information to identify trends, support service planning, and ensure long-term sustainability.

3. References

DoHDA Aged Care Act 2024
DoHDA Aged Care Rules 2025

4. Associated documents

[CHSP Fee Schedule.pdf](#)
[CHSP Fee Waiver and Fee Reduction Guideline.pdf](#)
[Confidential Fee Reduction Application.xlsx](#)