CARING NEIGHBOURHOOD PROGRAM

Client Contribution Policy 2026-2027

Objective:

This guideline is provided to clearly determine the purpose of client contributions, when a contribution is required and what the contribution will be.

Definitions:

Client Contribution: Contribution paid by the person attending the activity
Own Cost: Client contributes for full costs of meals, drinks, entry fees associated with outings.
Subsidised Client: A person eligible for Commonwealth Home Support Program funding.
Non subsidised Client: A person not eligible for Commonwealth Home Support Program Funding.

Principles

Caring Neighbourhood Program (CNP) is committed to supporting the principles provided by the Commonwealth Home Support Program (CHSP) Client Contribution Framework:

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 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, 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.

Policy Statement

CNP ensures that all clients are encouraged to exercise choice and independence. Client contributions are essential for a person to feel empowered to make decisions about their service, whether paying CNP as per client contribution schedule or paying their own costs to the venue direct.

Client contributions support a financially sustainable program and allows for further growth to deliver services to reach more people.

CNP utilise volunteers for all social engagements which creates a more meaningful environment and supports a low cost for service to prevent the cost from being a barrier to participation.

Client Contribution for Caring Neighbourhood Program 2026/2027

Caring Neighbourhood Program is supported by the Australian Government Department of Health for all eligible clients, supported by many dedicated local volunteers which supports low or no costs for service. Client pays for own costs of meals, drinks, entry fees direct to venue.

Activity	Commonwealth subsidised client - Contributions per session	Non-subsidised clients - Contributions per session
Weekday Lunch Groups	$3.00 + Cost of lunch (at own cost)	$15.00 + Cost of lunch (at own cost)
Cinema Coffee Morning	$3.00 + Cost of movie (at own cost)	$15.00 + Cost of movie (at own cost)
Carrickalinga Connections	$5.00	$15.00
Flutterbus	$10.00 + Cost of lunch and entry fees (at own cost)	$20.00 + Cost of Lunch and entry fees (at own cost)
Create Together	$5.00	$10.00
Social Stretch / Chair Yoga	$5.00	$10.00
Community Singing	$2.00	$5.00
Coffee & Company	$2.00	$12.00
Individual Visits	Nil cost to CNP. Client pays all own costs	$20.00 per visit + own costs

Client Contribution Schedule:

All client contributions for subsidised clients are stated in the Caring Neighbourhood Program brochure, and discussed at initial interview.

All non-subsidised contributions are explained to clients in detail using the Client Contribution Schedule on the previous page.

Payment of client contribution:

For all subsidised clients: Client contribution fees are collected by volunteers and submitted to Caring Neighbourhood Program via council administration. All own costs are paid direct to venue.

For all non-subsidised clients: Client contribution fees will be either:

- Personally invoiced direct to client, or
- Their respective Home Care Package provider will be invoiced and a brokerage arrangement will be set up with the provider.

Fee reduction:

Client contributions are kept to a minimum.

Cost consideration is a major factor when planning outings to venues to prevent prices being a prohibitive factor.

Caring Neighbourhood Program will not disallow a client to attend a program due to inability to pay client contributions. Caring Neighbourhood Program coordinator will either

- Reduce or waive a fee for client.
- Discuss low cost or no cost options with client

As per Commonwealth Home Support Program Manual, Clients with pre-existing CHSP Social Support Services with Caring Neighbourhood Program, will continue to access these service at CHSP rate, even after transitioning to a Home Care package.

Statement of Adoption and Review

The Caring Neighbourhood Program Client Contribution Guidelines were adopted 1 July 2017.

Updated: July 2018
Updated: July 2019
Updated: July 2020
Updated: June 2024
Updated: July 2025
Updated: Nov 2026

The Client Contribution Guidelines will be reviewed annually

Reference Documents:

Caring Neighbourhood Program – Brochures & Caring Neighbourhood Client Contribution Policy
https://www.victor.sa.gov.au/council-activities/community-services/ageingwell

Commonwealth Home Support Programme Manual
https://www.health.gov.au/sites/default/files/2025-10/chsp_2025-27_manual_effective_1_november_2025.pdf

National Guide to the CHSP Client Contribution Framework
https://www.health.gov.au/sites/default/files/2024-06/appendix_f_-_guide_to_the_national_chsp_client_contribution_framework_final.pdf

Aged Care Act 2024 & Rules
https://www.legislation.gov.au/C2024A00104/latest/text

Aged Care Code of Conduct
https://www.agedcarequality.gov.au/for-providers/code-conduct

Strengthened Aged Care Quality Standards (from November 2025)
https://www.agedcarequality.gov.au/providers/quality-standards/strengthened-aged-care-quality-standards