

Purpose

To provide a fair, transparent and consistent approach to client contributions for Commonwealth Home Support Programme services delivered by Mt Gravatt Community Centre Inc. and to ensure clients understand any fees that may apply to the services they receive.

Scope

This policy applies to all clients receiving Commonwealth Home Support Programme (CHSP) services from Mt Gravatt Community Centre Inc. (MGCCI) where a client contribution may be charged.

Relevant Standard (Strengthened ACQS Aged Care Quality Standards August 2025)

- ACQS Standard 1: The Individual
- ACQS Standard 2: The Organisation
- ACQS Standard 3: The Care and Services

Policy Statement

Mt Gravatt Community Centre Inc. (MGCCI) is committed to ensuring client contributions are applied fairly, consistently and in accordance with relevant funding agreements and program guidelines.

MGCCI recognises that government funding does not always cover the full cost of service delivery and that client contributions support the sustainability of services for the broader community.

Contribution Principles

MGCCI will:

- Set client contributions in accordance with applicable funding agreements, program guidelines and government requirements.
- Ensure contribution amounts are reasonable, transparent and communicated prior to service delivery.
- Consider a client's capacity to pay when discussing contribution arrangements.
- Encourage clients to contribute where they are able to do so.
- Apply client contributions consistently and without discrimination.
- Not refuse or withdraw services solely because a client is unable to contribute due to genuine financial hardship.
- Maintain appropriate records of contributions charged, collected, waived or adjusted.

Financial Hardship

MGCCI recognises that some clients may experience financial hardship that affects their ability to contribute towards the cost of services.

Requests for reduced, waived or alternative contribution arrangements will be managed in accordance with the MGCCI Financial Hardship Policy.

No eligible client will be denied access to services solely because of genuine financial hardship.

Client Responsibilities

Clients are expected to:

- Pay agreed contributions where they have the capacity to do so.
- Notify MGCCI if their circumstances change and may affect their ability to pay.
- Raise any concerns regarding fees or invoices as soon as possible.

Review of Contributions

MGCCI may review contribution rates from time to time in accordance with funding requirements, organisational costs and service delivery considerations.

Clients will be provided with at least 14 days' notice of any changes to applicable contribution rates.

Policy Implementation

- Clients will receive a current Client Services Agreement prior to services commencing, which outlines any applicable fees, charges and client contribution requirements.
- Information about client contributions and available financial hardship support will be discussed with clients as part of the intake and service planning process.
- Staff will receive appropriate guidance regarding the application of client contributions and the Financial Hardship Policy.
- Records relating to client contributions will be maintained in accordance with organisational record-keeping requirements.

Policy Review

This policy will be reviewed every two years, or earlier if required due to changes in legislation, funding agreements, program guidelines or organisational requirements.

Related Documents

- Financial Hardship Policy
- Financial Hardship Procedure
- Client Services Agreement (Alayacare)
- CHSP Contribution Schedule / Fee Schedule (if applicable)
- Complaints and Feedback Policy [QM PRO4 Complaints.docx](#)
- Privacy and Confidentiality Policy [QM PRO8 Privacy and Confidentiality.docx](#)
- Records Management Policy [CC POL16 Data Protection and Records Management.docx](#)

NOTE: Stakeholders includes clients, board members, employees, contractors, volunteers and any other related parties.

Approved by	Jane Webster
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Commonwealth Home Support Program (CHSP) Client Contribution Policy



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