Client Contribution Policy

Document No: IDG-SD-POL-008 Published Date: 06/10/2026

1. Purpose

Indigo Australasia Incorporated (Indigo) is a registered provider of the Commonwealth Home Support Program (CHSP). All clients accessing services under the CHSP are required to contribute towards to cost of the service in line with the National CHSP Client Contribution Framework. Under the framework, the Department of Health Disability and Ageing (DoHDA) expects that CHSP providers charge client contributions where clients have capacity to pay. This policy aligns to the Framework and provides information on the contributions we request.

2. Scope

This policy applies to clients receiving services delivered under the CHSP. Services currently provided are Allied Health and Therapy, Home Adjustments (Modifications) and Equipment and Products

3. Policy Statement

Indigo adheres to a principles-based approach to the charging, collecting, and reporting of client contributions, ensuring those who can afford to contribute to the cost of their care do so, whilst protecting those most vulnerable.

4. Principles

The CHSP Client Contribution Policy is guided by the following principles:

- **Consistency** – All clients who can afford to contribute to the cost of their care should do so.
- **Transparency** – Our policy is available in an accessible format and available in full on our website. A copy can be posted to you upon request.
- **Hardship** – Clients who are unable to pay the requested contribution due to financial hardship, can apply for a waiver or reduction of fees.
- **Reporting** – Indigo will report the total dollar amount collected from client contributions as per the CHSP Grant Agreement.
- **Fairness** – The client's capacity to pay will be considered and should not exceed the actual cost to deliver the service. No client will be refused CHSP services because they are unable to pay a client contribution. Clients experiencing financial hardship or exceptional circumstances may request a reduction or waiver of their contribution.
- **Sustainability** – The revenue from client contributions will be used to support ongoing service delivery.

5. Fee Structure

5.1. CHSP Funding Cap and Client Contribution

Printed or personally saved electronic copies of this document are considered uncontrolled. Refer to SharePoint for current controlled electronic copies.

© Indigo ® 2026

5.1.1. Allied Health and Therapy – Occupational & Physiotherapy

Allied Health therapy provides short-term, goal-directed support to help aged care clients recover, regain physical function, and maintain independence in daily activities. There is no cap on the amount of therapy that clients can access under CHSP.

Client contributions are calculated based on the number of therapy interventions client's access on average, based on the goals set by the clients.

- **Occupational therapy services** are based on 3- 4 therapy interventions and will require a contribution of $50 per client.
- **Physiotherapy services** are based on 4-7 therapy interventions and will require a contribution of $70 per client.

5.1.2. Home adjustments

This service provides modifications to the home environment based on an assessment and recommendations from an occupational therapist, with the purpose to help clients live more safely and independently in their home.

The Commonwealth has set an annual funding cap for the cost of home adjustments at $15 000. Any cost over the cap must be paid by the client privately.

Client contributions for Indigo home modification are calculated at 10% of the total cost of the home adjustment's material and labour up to a maximum contribution of $1000. The cost of the works includes project coordination, trade, labour cost and materials.

5.1.3. Equipment and Products

The equipment and products service provides aids and equipment to support clients to remain safe and independent at home.

The Commonwealth Government contributes up to $1,000 per client, per financial year towards Equipment and Products services under the Commonwealth Home Support Programme.

Once a client has reached their annual funding limit of $1,000, any additional Equipment and Products costs become the responsibility of the client.

If the cost of requested equipment exceeds the remaining available funding under the client's annual cap, the client must pay the difference before the equipment can be ordered and supplied.

Fee reductions or waivers are not available for costs that exceed the annual funding cap.

Printed or personally saved electronic copies of this document are considered uncontrolled. Refer to SharePoint for current controlled electronic copies.

© Indigo ® 2026

5.2. Client Capacity to Pay

Where a client expresses an inability to contribute towards the cost of their service due to financial hardship or extenuating circumstances, they can apply for a reduced fee or waiver. Information will need to be provided to Indigo by completing the financial hardship declaration form.

6. Governance

Associated / documents	CHSP National Unit Price Ranges and Guide to the National CHSP Client Contribution Framework (version 2) IDG-ACS—012 Aged Care Allied Health Processes Guide IDG-ACS-FRM-021 Client Contribution Reduction or Waiver Form
Related legislation	Aged Care Act 2024 Aged Care Rules 2025 (where applicable)
Division	Aged Care Services
Approval	Manager, Aged Care Services
Owner	Manager, Aged Care Services
Date effective	17/08/2021
Last review	03/08/2026
Review date	04/08/2028
Version	4

For advice and support please contact Indigo at Feedback@indigo.org.au

Printed or personally saved electronic copies of this document are considered uncontrolled. Refer to SharePoint for current controlled electronic copies.

© Indigo ® 2026