

Client Contribution & Fees for Commonwealth Home Support Program

Our service aims to deliver a mix of value for money as well as quality of service. To do this we ask consumers to contribute a small portion to the cost of the service so we can deliver this service to as many people as possible.

As part of this policy we implement the following:

- 48 hours' notice is required to cancel services to avoid a fee being charged.
- If a service which provides a meal isn't cancelled by 3pm the day before we will pass on the fee charged for lunch.
- 24 hours' notice is required if you are not attending an in-centre program so we can call others to fill your spot.
- If you are unwell please ring and talk to our staff who can arrange a fee waiver for the day.

Please let your care coordinator know of any cancellations at least 48 hours before a service is scheduled to start. Cancellations made less than 48 hours before may incur the scheduled service charge. This applies to Domestic Assistance, Flexible Respite, Social Support Individual, Home Maintenance, and Personal Care clients.

Fees for Commonwealth Home Support Programs	Fee	Inclusions	Payment method	Payee
Social Support Program				
In centre subsidised rate	\$19	Lunch	On the day or account	Client or family
	\$9	Supply own lunch		
Home Care Package with subsidised rate (accessing Social Support prior to receiving a HCP)	\$19	Lunch	On the day or account	Client or family
	\$9	Supply own lunch		
Community based outing subsidised rate	\$9	Supply own lunch	On the day or account	Client or family
In centre HCP full cost rate	\$108.60	Lunch	Account	HCP
Community based outing HCP full cost rate	\$88.60	Supply own lunch	Account	HCP
Support in the Home (CHSP)				
Domestic Assistance	\$12.60		Account	Client
Flexible Respite capped at \$115.50	\$11.55		Account	Client
Social Support Individual capped at \$115.50	\$8.55		Account	Client
Home Maintenance	\$11		Account	Client
Personal Care capped at \$115.50	\$8.55		Account	Client

- Fees are updated on the 1st of July each year or at other times if necessary.
- If you are experiencing financial difficulty, please talk to a staff member who can explain our payment options.

More information can be found here:

[Responsibilities of Commonwealth Home Support Programme \(CHSP\) providers | Australian Government Department of Health](#)
[National Guide to the CHSP Client Contribution Framework | Australian Government Department of Health](#)