

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:

- 24 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.

Fees for Commonwealth Home Support Programs	Fee	Inclusions	Payment method	Payee
Social Support Program				
Subsidised rate	\$17.50	Lunch	On the day or account	Consumer or family
	\$7	Supply own lunch		
Home Care Package with subsidised rate (accessing Social Support prior to receiving a HCP)	\$17.50	Lunch	Account	HCP or Consumer
	\$7	Supply own lunch		
Community based outing	\$7			
HCP existing clients on full cost rate	\$50	Lunch	Account	HCP
HCP full cost rate for new clients from 01/03/21 (Have a home care package when first requested Social Support)	\$103.40	Lunch	Account	HCP
Cottage Respite				
Subsidised	\$115	Meals, linen	Account	Client
Full cost with HCP		As quoted	Account	HCP or client
Centre Based Respite				
Subsidised	\$11			
Community based outing additional	\$7			
Full cost for those on a HCP	\$50			
Support in the Home (CHSP)				
Domestic Assistance	\$12		Account	Consumer
Flexible Respite capped at \$108	\$9		Account	Consumer
Social Support Individual capped at \$94.80	\$7.90		Account	Consumer
Home Maintenance	\$10.20		Account	Consumer
Personal Care capped at \$94.80	\$7.90		Account	Consumer

- Fees are updated on 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

Further 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](#)