

Client contribution & fees for Commonwealth Home Support Program



Fees apply from 1 July 2026

We are a not-for-profit community health service. We reinvest our revenue into providing low-cost care for people who cannot afford to pay. Our fees help us provide affordable services to more people.

Volunteer transport service	
Distance travelled	Rate per service
Transport trips up to 50kms	\$5.30
Transport trips up to 200kms	\$10.60
Transport up to 400kms	\$15.90
Transport up to 600kms	\$21.20

CHSP-funded in-home services		
Service type	Hourly rate	Cap
Domestic assistance	\$14.00	None <i>(Maximum of 4 hrs of service provided per month)</i>
Flexible respite	\$14.00	Capped at \$126.00 per month
Social support (individual session)	\$14.00	Capped at \$126.00 per month
Home maintenance	\$14.00	Capped at 20 hrs per 12 months
Personal care	\$14.00	Capped at \$126.00 per month

Social support groups				
Payee	Social support program	Rate	Inclusions	Fee cap
Client or family <i>(CHSP / HACC PYP)</i>	In-centre	\$20.70	Lunch	Capped at \$126.00 per month
		\$9.80	Supply own lunch	
	Community-based outing	\$9.80	Supply own lunch	

CHSP Commonwealth Home Support Program | **HACC PYP** Home and Community Care Program for Young People

Have a question?

If you are not sure which fee category you are in or cannot see the service you will be receiving, please call 1800 242 696 and we will help you.

If you are struggling to pay these fees, please phone us on 1800 242 696.

Cancellation policy 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 you to contribute to the cost of the service so we can deliver this service to as many people as possible.

We also ask that you give us enough notice if you need to cancel a service in your home or you cannot attend a social support session.

CHSP-funded in-home services cancellation policy:

- If you need to cancel a service, you must contact your care coordinator on 1800 242 696 with *at least* 48 hours' notice.
- Cancellations made *within* 48 hours of your scheduled service will incur a fee.

Social Support Program cancellation policy:

- If you cannot attend your session, please call the Social Support Program centre with *at least* 24 hours' notice:
Churchill 5122 0411 / Moe 5127 9107 / Morwell 5136 5339
- Cancellations made *within* 24 hours of the scheduled program will incur a fee.
- Cancellations to programs that include meals, made after 3pm the day before, will be charged a fee.