






# HACC and CHSP Fee Schedule

## Effective 1 February 2024

Home Support Services	Hourly Price	Social Support Group	Session Price
Gardening & home maintenance eg. pruning, sweeping, minor repairs 	\$12	Golden Age Club - different cultural groups meet Mondays to Thursdays for fun activities	\$39
Personal care eg. dressing, preparing meals, showering 	\$10	Social groups - local and regional outings and activities at our support centre	\$28
Domestic assistance eg. cleaning, transport, shopping assistance 	\$10	Internet Cafe - learn digital skills eg. online shopping, social media, emails	\$24
Flexible respite providing short breaks for carers - minimum block 2 hours 	\$10	Party @ Basia's - high tea with live music and dancing held fortnightly on Fridays	\$42
Social support per person eg. activities, outings, lunches, entertainment, transport 	\$10	Special events and excursions	On a quote basis

### Cost breakdown

	Transport	Activities	Refreshments	Lunch	Dinner	Total
Golden Age Club	\$8	\$11	\$6	\$14	N/A	<b>\$39</b>
Party @ Basia's	\$8	\$11	\$9	N/A	\$14	<b>\$42</b>
Internet Cafe	\$8	\$9	\$7	N/A	N/A	<b>\$24</b>
Social Support	\$8	\$11	\$9	N/A	N/A	<b>\$28</b>

**We do not charge a basic daily fee, nor do we charge entry/exit fees. Fees are subject to annual increases and clients are notified in advance.**

## External special events

Additional charges may apply for external special events to cover admission fees and travel. Staff provide this information to clients in advance.

## Cancellations with less than 12 hours' notice

A cancellation fee of \$10 may apply where **less** than 12 hours' notice has been given to cancel services. Meals and transport will only be charged when clients have chosen to have these options.

We understand that situations may arise when you will need to cancel your service. When this occurs, we ask that you give us as much notice as possible.

You will avoid having to pay a cancellation fee if you give us **more** than 12 hours' notice.

If you wish to cancel a service, you can notify us by calling (08) 9275 4411 or by emailing your service coordinator.

## Home Care Package (HCP) Clients

If you cancel scheduled services with **less** than 12 hours' notice, you will be charged in full as per the *Client Fees and Charges Policy and Procedure*. Cancellation fees are reflected in monthly invoicing.

## Commonwealth Home Support Program (CHSP) & HACC Clients

Late cancellations may be charged a fee as per the *Client Fees and Charges Policy and Procedure*. Your circumstances will be taken into consideration before any fee is applied. If a cancellation is due to sickness or an emergency, you will not be charged.

If a cancellation was not made via telephone or email, you will be charged for the service. This includes cancellation at your door or not being home when staff arrive. Cancellation fees are reflected in monthly invoicing.

**If you have any questions, please contact your coordinator or program manager.**



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