

Commonwealth Home Support Programme (CHSP) Fee Schedule

This fee schedule is effective from From 1 August 2025

Home Support Services		Hourly Price
Home maintenance and repairs	Gardening (ie. pruning, sweeping). Assistance with minor home maintenance and repairs	\$14
Personal care	Assistance with self-care and activities of daily living (ie. showering and dressing) Assistance with the self-administration of medication Continence management (non-clinical)	\$12
Domestic assistance	General house cleaning Laundry services Shopping assistance	\$12
Home or Community respite	Flexible respite providing short breaks for carers - <i>minimum 2 hours</i>	\$12*
Meals	Meal Preparation	\$12
Individual social support	Accompanied activities (ie. shopping, lunches, visiting and entertainment)	\$12

**CHSP clients who are funded for Centre-based respite will be charged according to the Social Support and Engagement activities they participate in.*

Social Support and Community Engagement Activities	Transport	Activities	Refreshments	Lunch	Dinner	Total
Golden Age Club - Different cultural groups meet Monday to Thursday for fun activities	\$10	\$11	\$8	\$16	-	\$45
Home@Home	\$10	\$11	\$8	-	-	\$29
Internet Café - learn digital skills such as online shopping, social media & emails	\$10	\$8	\$9	-	-	\$27
Party @ Basia's - Live music and dancing	\$10	\$11	\$11	-	\$16	\$48

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 care partner.

Support at Home 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 & HCP 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.

CHSP clients who are funded for Centre-based respite will be charged according to the Social Support and Engagement activities they participate in.

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 care partner.