

Commonwealth Home Support Program

Monday-Friday 7am-5pm Services	Unit of cost	CHSP Client contribution (your cost)
Clinical Supports		
Nursing care	per visit	\$22.00
Allied health and therapy services	per visit	\$22.00
Independence		
Social support and community engagement		
• Individual Social Support	per visit	\$16 (up to 2 hours) / \$19 (over 2 hours)
• Group Social Support***	per visit	\$18.00
Personal care	per visit	\$15 (up to 2 hours) / \$18 (over 2 hours)
Home or community general respite***	per visit	\$18.00
Everyday Living		
Transport**	per trip	\$18.00 (up to 15km) \$20.00 (15km - 25km)
Domestic assistance	per visit	\$20.00
Home maintenance and repairs*	per visit	\$17.00
Meals		
• Meal delivery	per meal	\$12.00
• Meal preparation	per visit	\$16 (up to 2 hours) / \$19 (over 2 hours)
Home modifications		
Home modifications	As per quote	Per quote
Spiritual and pastoral care		Complimentary

The client contribution is the amount you pay. It supplements the shortfall between the Government funding amount and the cost to Anglicare.

* Home maintenance fee for service only applies when Anglicare staff are used.

Anglicare will subsidise subcontractor costs to the extent of \$40.00 per hour for the first 2 hours.

** Transport service is available up to 25kms and the return trip is chargeable with/without client. A trip is one way.

*** Meals and transport may be included.

The Commonwealth Home Support Program (CHSP) delivers support designed to keep older people living independently in their own homes and communities for longer, providing entry-level home support for older people who need assistance to keep living independently.

For more information about the Commonwealth Home Support Program (CHSP), please refer to the Department of Health, Disability and Ageing website at agedcare.health.gov.au/programs/commonwealth-home-support-program, call **1800 020 103** or email enquiries@health.gov.au

Prices are per visit and minimum duration applies. Rates are exclusive of GST.

Note: CHSP services are generally only available Monday to Friday 7am – 5pm.

Consumables specific to your care such as bandages, dressings, cost of materials and personal alert devices are not included and will be your responsibility.

For cancellations with less than 24 hours notice of the scheduled service or if you are not at home when the Anglicare staff member arrives, you will incur a service cancellation charge equivalent to the usual fee. We appreciate as much notice as possible, so please contact us if you need to reschedule an appointment.

Your fees explained

Fees play an important role in the delivery of Anglicare Southern Queensland's services and the support we provide to live the life you want. While the Australian Government contributes a significant proportion of funding towards the cost of care, fees collected through client contributions allow service providers, like Anglicare Southern Queensland, to expand their service delivery and meet the growing needs of you, our clients.

You are expected to pay fees to contribute to the cost of the services you receive and are required to pay the standard fee unless experiencing hardship.

Fees can be paid by direct debit from your nominated bank account – this is the preferred payment option. Other payment options are available and are listed on your invoice. Please note that our staff are not able to accept any cash payments during home visits or at our offices.

You will regularly receive an invoice by email, or by post if you have not provided us with your email address. It will set out details of the services, activities and other items provided. If you have

chosen the direct debit payment option, we are required by law to send you an invoice, even though your payment is automatically received by us.

If you are experiencing financial hardship and are unable to pay the full standard fee, you may be eligible for reduced fees.

Anglicare Southern Queensland fees for individual services are listed in the Anglicare Fee Schedule in this document.

Financial hardship

Your fees may be reduced if you are experiencing financial hardship by paying the standard fees.

The aim of hardship arrangements is to provide assistance to people unable to pay their fees:

- Because of circumstances beyond their control; or
- Because they have used their available financial resources to pay essential expenses, for example, high pharmaceutical expenses for a chronic condition.
- If you wish to seek a discounted fee you must provide evidence of your income.

To apply for a discounted fee you must complete and sign an Anglicare Confidential Client Fee Reduction Request Form and submit to: Anglicare Fees, PO Box 10396 Brisbane QLD 4000 or email fees@anglicaresq.org.au. These forms can be requested by speaking to one of our staff.

All information collected in relation to your income will be treated confidentially, collected and stored in accordance with the Privacy Act 1988, the CHSP Program Manual and the Aged Care Standards.

Hardship arrangements will not apply automatically or permanently and you will be advised in writing within one calendar month of receipt about the amount of any agreed reduced fees, and the proposed end date for the reduction. The maximum period of fee reduction approval will be 12 months, at which time fees will revert to the standard fees unless a new financial hardship application request is received.