

Queensland Community Support Scheme

The Queensland Community Support Scheme (QCSS) provides support to people who, with a small amount of assistance, can maintain or regain their independence, continue living safely in their homes, and actively participate in their communities.

The QCSS is based on the underlying principle that individuals can and want to achieve outcomes that are meaningful to them and be responsible for their wellbeing. While the cause of their functional impairment may be long term, support interventions are primarily time limited and targeted. This is based on the principle that a small amount of targeted assistance can significantly contribute to the individual maintaining or regaining their independence, continuing to live safely in their homes and actively participating in their communities.

For more information about QCSS, please visit: qld.gov.au/community/getting-support-health-social-issue/community-home-care-services/queensland-community-support-scheme/

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. While the Queensland Government contributes a significant proportion of funding towards the cost of care, fees collected through client contributions allow service providers, like Anglicare, 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. If you are experiencing financial hardship and are unable to pay the full client contribution fee, you may be eligible for reduced fees.

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 10556 Brisbane Adelaide Street, QLD 4000 or email fees@anglicaresq.org.au. Please call us or ask one of our staff for a fee reduction request form if needed.

Anglicare Southern Queensland's fees for individual services are listed in the QCSS Fee Schedule below.

Service	Your rate
Direct Care and Supports – including personal care, domestic assistance, in home respite and support accessing essential services in the community such as appointments, social support, and lifestyle services (shopping, library, etc). Home and yard maintenance*	Less than 2 hours – \$15.00 per visit More than 2 hours – \$18.00 per visit
Community Connection Supports – assisting the service user to build capacity for independence through community participation and stronger informal and formal supports and networks.	\$15.00 per visit

* Home and yard maintenance to ensure safety in accessing and mobility around the home external environment. This includes ensuring safe access to essential external items such as the washing line and outdoor bins. The fee for service applies when Anglicare Southern Queensland staff are used. Anglicare Southern Queensland will subsidise subcontractor costs to the extent of \$40.00 per hour for the first 2 hours.