



Costs and charges: Commonwealth Home Support Program

COSTS

It is important that you note the following facts:

- Commonwealth Home Support Program (CHSP) services are subsidised by the Australian Government.
- You will need to make a contribution toward the cost.
- Your contribution may vary according to the service provider.
- Any fees and eligibility for subsidy will be discussed and agreed with your service provider. This must happen before you receive the relevant services.
- The number and types of services you access will determine how much you will contribute toward the cost.

- Once you have an idea of the types of services you would like to receive, it is recommended that you compare costs between the available service providers before signing up for your services.
- You may choose to negotiate fees payable with your preferred service provider.

What do I pay for CHSP services?

- Client co-payments/fees for CHSP services are not regulated by Government.
- Service provider fees will vary but you can expect to pay between \$5 to \$15 per hour for services. Some service providers have a monthly maximum for the amount of fees you can be asked to pay.
- You will need to discuss and agree to any fees with your service provider before you receive services.
- You do not need an income assessment to access CHSP services and your age pension will not be affected by your contributions to the cost of your services.

What if I can't afford to pay?

It is a requirement that service providers have a client contribution policy with arrangements for those who are unable to pay their portion of the fees due to financial hardship.

Hints and tips

1. Ask any potential service provider for their client contribution policy in writing.
2. While waiting for your services, draw on your current support networks (family, friends and community) to help you stay independent at home.
3. Contact your Local Council offices. All Councils have a Community Support or Community Development section. Request a list of seniors groups / activities and local information for seniors.

Most likely, there will be a range of free or low cost supports. These will range from community transport, social gatherings, luncheons, hobby groups, men's sheds and a variety of volunteer programs that may interest you.

NEXT STEP: *My Services Start*