

Schedule of Fees (Co-Contributions) for the Commonwealth Home Support Programme

(for clients accessing the program from 1 July 2015)*

Effective 1 August 2024

Service Type	Support Fee
Domestic Assistance	\$7 / hour minimum one hour (weekdays only excluding public holidays)
Social Support Individual	\$7 / hour minimum one hour (weekdays only excluding public holidays) (first 10 kilometres provided at no charge)
Group Activity Or Centre Based Group	\$11/ per session

**This schedule relates to clients who first access CHSP from 1 July 2015. Clients who were already supported under the Federal Home and Community Care Programme (HACC) and transitioned to CHSP are grandfathered on the contribution arrangements outlined in the Policy – User Pays Service Fees. ALARA also reserves the right to grandfather contribution arrangements for pre-existing ALARA clients transferring from the State Community Care Program.*

The maximum charge to any one client per week for any combination of the above support is \$30.00 / week excluding kilometres and out of pocket expenses where applicable.

Clients experiencing a change in financial circumstances or financial hardship may apply for temporary fee reduction. This will be reviewed three monthly and may require substantiation. Only the Chief Executive Officer can approve fee relief.

Other charges – not eligible for fee relief

- Transport by a support worker in their own vehicle conjunction with support will be charged at \$1.00 per kilometre in all instances except where the grant source makes specific provision for this.
- Out-of-Pocket Expenses – certain group activities may include additional out-of-pocket expenses e.g. *entries, ingredients for food prepared to take home, craft materials for a personal project.* This will be clearly stated in the flyer or Program / Schedule of Activities. Involvement in such activities is optional.

Cancellation Policy

When a client or carer cancels a service at short notice we are still obligated to pay the staff person for part or all of the support depending on the amount of notice given. In order to meet these costs ALARA has a cancellation policy.

Cancellation Fees for Individual Home and Community based Services:

Where support is cancelled at late notice or client is not present when the support is scheduled to commence ALARA will still be obligated to make a whole or part payment to the staff person dependant on the notice given.

Where CHSP services (at home or in community) are cancelled by a client or carer by the close of business on the prior working day the client co-contribution fee will be charged. If the cancellation occurs on the same day (during business hours) but an hour before the support is due to start the client/family will be charged the co-contribution fee for one hour's service at the applicable hourly rate.

If the staff person has commenced travel to the service the client/carers arrive for the service and the client is not available to participate in the support, the client will be charged the co-contribution fee for the full rostered support.

Were the staff person has commenced the support but the client/family/carers choose to end the support early, the co-contribution fee will be for the full rostered support.

Consideration will be given to waiving co-contribution fees for late cancellations if this has occurred because of a legitimate emergency.

In instances where ALARA initiates the cancellation of a service due to operational reasons, the service will be rescheduled where possible by negotiation, no cancellation fee will apply.

Centre Based and Group Bookings

Group and centre based services generally involve one staff person supporting three or more people. Where a person cannot attend a booked group session the staff cost is still incurred. Generally it is not feasible to find an alternative client to take up the place at short notice. Accordingly cancellation or change of centre based or group bookings requires two weeks' notice (one roster period) to avoid being charged the co-contribution fee.

In instances where ALARA initiates the cancellation of a service due to operational reasons, the service will be rescheduled where possible by negotiation and no cancellation fee will apply.

To avoid or minimise cancellation fees or charges please let us know as soon as possible if you need to cancel your support or attendance at an activity.