

**Under the Commonwealth Home Support Program (CHSP), and in keeping with our mission and values, CatholicCare charges a fee for some services to ensure that those who can afford to contribute to the cost of their care do so, whilst protecting those most vulnerable.**

### We will

- Ensure all CHSP clients receive the highest quality of care regardless of their ability to pay
- Reduce client contributions for those experiencing financial hardship for up to 12 months
- Notify clients when there is an industry review recommended fee schedule, or a review by CatholicCare
- Give clients reasonable notice of any changes which affect their agreed contribution
- Publish our current Fee schedule on our website
- Not charge more than the actual cost of the service.

### Client contributions apply to services provided under

- Community and Home Support
- Care Relationships and Carer Support.

### Partnered Clients

Where services are provided to partnered clients and both individuals are provided services under the CHSP program, we will not require separate contributions.

### Clients receiving compensation

Clients who have received or are receiving a compensation payment that is intended to cover some or all of the costs of home-based care and services, the full cost of the service/s will be requested.

### Multiple Service Access (Bundling)

Clients who receive multiple services concurrently in a single visit, such as social support and meal preparation assistance, will only be charged a single contribution fee for that service.

### Accessing services through multiple providers

Customers receiving services from CatholicCare and another service provider concurrently should contact us and the other service provider so that we can liaise to ensure the client is not disadvantaged.

### For more information

- Refer to the *CHSP Services Schedule*
- <https://www.health.gov.au/initiatives-and-programs/commonwealth-home-support-programme-chsp/charging-for-the-commonwealth-home-support-programme-chsp#client-contribution-framework>.



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