

Commonwealth Home Support Programme Fees Policy

Townsville Hospital and Health Service provides services under the Commonwealth Home Support Programme (CHSP). **This Policy explains how service charges are set and reviewed to ensure fairness, transparency, and sustainability.**

Framework

- Service fees follow Commonwealth guidelines as outlined in the CHSP Manual and Client Contribution Framework
- Prices are reviewed yearly based on age pension indexation rates, operational costs and government funding
- If fees change, they will take effect from 1 July each year
- We will write to clients if there are any changes
- To avoid financial burden from more than one service, THHS applies a fee cap
- Clients facing financial hardship may seek a reduced fee or waiver.

When is a Fee Charged?

Townsville Hospital and Health Service charge fees for non-clinical CHSP services.

THHS does not charge fees for:

- Clinical services (Allied Health and Continence Advisory Services) under CHSP funding
- Clients of Palm Island Home Care Services
- Clients who received a Home and Community Care (previously known as Home and Community Care - HACC) service prior to July 2015.



Determining Client Fees

Client fees are discussed during a clients first appointment, when assessed for services.

THHS applies a maximum allowable co-payment based on three income categories:

Low income range	<ul style="list-style-type: none">• Pension recipients• People with a health care card• Single people with a before tax income of under \$47,065• Couples with a before-tax income of under \$72,010• Families with one child with a before tax income of under \$79,086 (plus \$7076 for each extra dependent child)• Any of the above who face extra costs (due to disability and/or other factors) which reduces their income to this level.
Medium income range	<ul style="list-style-type: none">• Single people with a before tax income between \$47,065 and \$66,609• Couples with a before tax income between \$72,010 and \$109,779• Families with one child with a before tax income between \$79,086 and \$116,856 (plus \$7076 for each extra dependent child)• Any of the above who face extra costs (due to disability and/or other factors) which reduces their income to this level.
High income range	<ul style="list-style-type: none">• Single people with a before tax income of more than \$66,609• Couples with a before tax income of more than \$107,779• Families with one child with a before-tax income between \$79,086 and \$116,859 - plus \$6,286 for each extra dependent child.

Current Fees

Service Type	Unit of Service	Low fee	Medium Fee	High Fee
Domestic Assistance	Per hour	\$9.00	\$18.00	\$38.00
Social Support	Per hour	\$9.00	\$18.00	\$38.00
Fee cap per week		\$65.77	\$191.28	Cost of service delivery

Fee Reductions, Waivers and Grievances

We understand some clients may experience financial hardship. If you are struggling to pay for services, contact your service provider representative to discuss available support options. Each request will be reviewed fairly.

If you believe your fees are unfair or not affordable you have the right to dispute them. To do this contact your service provider representative. Your complaint will be handled fairly, quickly, confidentially and without consequences.

Contact Information

Townsville Home Care Services: (07) 4433 8500

Charters Towers Home Care Services: (07) 4787 0380

Ingham Home Care Services: (07) 4720 3053