

# 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
- 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.

## Current fees

Client fees are discussed during a clients first appointment, when assessed for services and at any review.

THHS has a single fee for service structure.

Service Type	Unit of Service	Fee
Domestic Assistance	Per hour	\$14.00
Social Support and Community Engagement	Per hour	\$14.00

## 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. You can ask to review your fees at any time.

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