



## Hills Home and Community Support Client Contribution Fees Information

The Hills Home and Community Support Program is funded by the Commonwealth Home Support Program (CHSP) and supported by The Adelaide Hills Council to assist individuals to maintain their independence in their home and community. The program's role is to provide basic support for individuals to maintain their capacity and social connections, thereby delaying admission to residential care.

Client fees play an important role in our ability to respond to the needs of our ageing population. The fees which are to be charged are only a small portion of the actual cost incurred by the program, but do assist in offsetting the cost of the services provided. All fees collected are redirected back into the program which enables us to provide more services to the community. It is important to note that clients will never be charged a fee that exceeds the cost of the service they receive.

The Commonwealth Government is continuing to develop a model for setting and charging consistent fees for all Commonwealth Home Support Program activities throughout Australia. In the meantime, for the entire Hills Home and Community Support program - The Adelaide Hills Council will continue to be guided by the principles set out in the National Guide to the Commonwealth Home Support Programme (CHSP) Client Contribution Framework (July 2019) which is contained within the Commonwealth Home Support Programme Manual.

The Hills Home Support program will ensure a fair and equitable approach to fee setting whereby all clients will receive the same charge for the same service. In the future clients may be assessed for their capacity to pay but currently clients will not be expected to pay more than the scheduled amount. A client who self-determines that they have the capacity to pay more than the scheduled fee can do so when paying their invoice. A client who believes that they do not have the capacity to pay due to exceptional circumstances can discuss a fee waiver with their Community Support Officer.

Clients will be invoiced for their contribution towards services received (*invoices will be sent bi-monthly around January, March, May, July, September and November*). The invoice will include details of how to pay which includes payment at the local library/ service centre, via credit card by telephone or by mail, via a cheque. Invoices will only be generated for services received by the client (if the contractor does not charge us, you will not be charged either).

### FEES SCHEDULE

**Domestic Assistance:** \$20.00 per hour

**Home Maintenance – General Tasks:** \$25.00 per hour **PLUS** the full dumping fee (if required)

Home maintenance includes general gardening, minor maintenance and window cleaning. If dumping is required, it also includes travel time to the transfer station. If you are allocated a 3 hour garden tidy and you want the green waste taken away you may then receive 2.5 hours in the garden and half an hour will be allocated for dumping.

**Home Maintenance – Specialist Task - Hedge Trimming:** \$40.00 per hour **PLUS** the full dumping fee (if required)

Due to the skill, equipment and time required to complete this specialist task the figure is set at a higher rate per hr.

**Home Maintenance - Gutter Cleaning:** flat fee per service - \$50.00 (single storey), \$100.00 (dbl storey or complex clean)

**Home Modifications:** \$5.00 per hour **PLUS** the cost of all materials.

Home modifications are a limited service which will be provided if your safety will be maximised by the modification. The smaller fee for service is in place so that those who are at risk will not be financially disadvantaged by safety improvements to the home. If you are not a low income, we will ask that you consider paying a higher contribution towards your modification costs. *The cost of materials can vary and should be discussed with your support officer.*

**Social Support:** Various (dependent on activity) – fees advised in the program/newsletter/flyer

**Local Transport:** Contributions towards transport costs are negotiated case by case (dependent on location/destination)