

Commonwealth Home Support Program.

FEES AND CHARGES

Services provided through the Commonwealth Home Support Program (CHSP) are subsidised by the Australian Government. If you can afford to do so, you will be expected to contribute towards the cost of receiving services.

Our services	Contribution fees \$	Service notes
Personal Care	\$10.92 per visit	
Nursing Care	\$13.00 per visit	Consumables may incur extra charges
Social Support Individual	\$9.24 per hour	Travel will incur extra charges
Social Support Group	\$15.75 per visit	Travel will incur extra charges
Transport	\$13.23 per trip	Travel will incur extra charges
Domestic Assistance	\$13.86 per hour	
Home Adjustments	\$18.00 per hour	Materials may incur extra charges
Home Maintenance & Repairs	\$18.00 per hour	Materials may incur extra charges
Allied Health & Therapy Services	\$20.00 per visit	
Meal Preparation	\$8.40 per hour	
Meal Delivery	\$9.75 per meal	Including delivery
Home or Community General Respite	\$8.40 per hour	
Community Cottage Respite	\$25.00 per day	

IMPORTANT INFORMATION ABOUT COSTS AND FEES

GST-Free Services:

- All services provided under CHSP are GST free.

Travel Charges:

- If any travel is required while a service is being provided, a fee of \$1.25 per kilometre will apply. This charge starts from the service delivery location and only covers travel during the service.

Fee Validity:

- Fees and charges are effective from 1 October 2026 and are subject to periodic review. Any updates will be communicated in writing.

SERVICE DELIVERY INFORMATION

The services listed in this document are part of the Commonwealth Home Support Program (CHSP), an entry-level aged care program that helps older people live independently and safely in their homes and communities. CHSP offers practical support with everyday tasks such as personal care, domestic assistance, transport and respite care. The program focuses on working with you to maintain your independence, wellbeing and ability to continue living safely at home.

Our services	Service objectives
Personal Care	Assistance with hygiene, grooming, self-administration of medicines and daily living activities
Nursing Care	Clinical care and education provided by a nurse
Social Support Individual	One-on-one support to help individuals participate in community activities and engagement
Social Support Group	Group activities to reduce isolation and promote community engagement
Transport	Help with getting to appointments, shopping or social activities
Domestic Assistance	Help with household tasks like general cleaning and laundry
Home Adjustments	Modifications to prevent incidents and support independent living
Home Maintenance & Repairs	Help with maintaining a safe home environment, such as minor repairs
Allied Health & Therapy Services	Health services such as physiotherapy, podiatry, and occupational therapy
Meal Preparation	Support with preparing meals and nutrition advice
Meal Delivery	Provision of meals to ensure proper nutrition
Home or Community General Respite	Short-term caregiving relief at home or in community
Community Cottage Respite	Overnight care in a cottage-style setting to support carers and older people

SERVICE DELIVERY LOCATIONS

Churches of Christ delivers CHSP services across Queensland, with availability depending on your location. Services are offered in specific Aged Care Planning Regions, so not all services may be available in every area. We deliver services in **Greater Brisbane** (Brisbane North and South suburbs), **Bribie/Caboolture**, **Blackall District** (Central West Queensland), **Darling Downs** (Toowoomba and Warwick region), **Northern Queensland** (Townsville region), **South Coast** (Gold Coast region), **Sunshine Coast**, **West Moreton** (Ipswich region) and **Wide Bay** (Hervey Bay and Bundaberg region).

Our services	Service locations
Personal Care	Greater Brisbane, Bribie/Caboolture, Blackall, Darling Downs, Northern Queensland, South Coast, Sunshine Coast, West Moreton, Wide Bay
Nursing Care	Greater Brisbane, Bribie/Caboolture, Blackall, Darling Downs, Northern Queensland, South Coast, Sunshine Coast, West Moreton, Wide Bay
Social Support Individual	Greater Brisbane, Bribie/Caboolture, Blackall, Darling Downs, Northern Queensland, South Coast, Sunshine Coast, West Moreton, Wide Bay
Social Support Group	North Brisbane, Bribie/Caboolture, Blackall, Darling Downs, Northern Queensland, South Coast, Sunshine Coast, West Moreton, Wide Bay
Transport	Blackall, Darling Downs
Domestic Assistance	Greater Brisbane, Bribie/Caboolture, Blackall, Darling Downs, Northern Queensland, South Coast, Sunshine Coast, West Moreton, Wide Bay
Home Adjustments	Greater Brisbane, Darling Downs, South Coast
Home Maintenance & Repairs	Greater Brisbane, Bribie/Caboolture, Blackall, Darling Downs, South Coast, Sunshine Coast, Wide Bay
Allied Health & Therapy Services	Darling Downs, South Coast, Wide Bay
Meal Preparation	Wide Bay
Meal Delivery	Blackall
Home or Community General Respite	Blackall, Darling Downs, South Coast, West Moreton, Wide Bay
Community Cottage Respite	Darling Downs, South Coast, Wide Bay

Our local Home Care teams are here to support you. We'll help you understand the My Aged Care system, explore your options, and access the services that best meet your needs. Visit cofc.com.au

PAYMENT AND SERVICE INFORMATION

Service Delivery:

- Minimum duration of 30 minutes applies to all visits (excl. meal delivery). Churches of Christ deliver CHSP services on weekdays only—no services are provided on weekends or public holidays.

Multiple Services During One Visit:

- Where multiple CHSP service types are delivered during the same visit, the applicable contribution fee for each service provided will apply. For example, if you receive Personal Care and Domestic Assistance during a single visit, the contribution fee for both services will be charged.

Service Scheduling:

- We will work with you to deliver services at your preferred days and times wherever possible. Service times may occasionally vary due to workforce availability, service demand, public holidays, unexpected staff absences or other operational requirements. Where changes are required, we will endeavour to provide reasonable notice and work with you to identify a suitable alternative.

Consumer Rights:

- Churches of Christ is committed to delivering services in a way that upholds your rights, independence, dignity and choice. You will be supported to make decisions about your services and be treated with respect and fairness at all times.

Safe Service Delivery:

- The safety and wellbeing of participants, workers and visitors is important to us. Services may be modified, postponed or cancelled where there are concerns regarding the health, safety or wellbeing of any person involved in service delivery. Where this occurs, we will work with you to identify alternative arrangements where reasonably practicable.

Cancellations:

- At least 2 days' notice is required to cancel or reschedule a service. If notice is not provided, the full-service fee will be charged.

Payment of Contribution Fees:

- Contribution fees are collected by direct debit from your nominated bank account in arrears for services received during the relevant billing period.

Service Transaction Statements:

- Detailed service transaction statements are available on request and can be provided electronically or by post. These statements outline services delivered and associated contribution fees and may assist participants in reconciling their accounts. If you would like a copy of your service transaction statement, please contact us.

Financial Hardship:

- No participant will be refused CHSP services due to an inability to pay a contribution fee. If you are experiencing financial hardship, please contact us to discuss your circumstances.

Feedback and Complaints:

- We value feedback and are committed to continuously improving our services. If you have a compliment, concern or complaint, we encourage you to contact us so we can work towards a resolution. If you are not satisfied with the outcome, you may also contact the Aged Care Quality and Safety Commission.