



# CHARLESTOWN CARING GROUP

## CHSP- FEE SCHEDULE

SERVICE	Approx. Times	FEES	Particulars
Social Support-Groups	Bus pick-ups from 8am and leave you will be dropped home.	\$20.00 by bus  \$15.00 own transport	<b><i>Includes:</i></b> Transport to and from venue, morning tea, lunch and activity fee  If providing own transport to venue
Men's Group Wellbeing Group (Monthly- Fridays)	Approx. 9am-3pm	Depending on activity or outing \$15.00 plus lunch outing (meal at own cost)	Cost advertised at least one month in advance (See monthly calendar for cost as price varies)
Shopping Bus		Transport \$15.00	Transport (must be able to access CCG bus) assistance with shopping provided and enjoy morning tea at own cost
Transport and Shopping		<b>Transport &gt; \$15.00</b> (within 30 klms round trip)  Over 30klm as negotiated	To be given to volunteer on the day of service
Cancellation /Admin Fee for Groups	Advise 24 hours before hand	\$5.00	If short notice or Bus/carer arrives and choose not to go without calling office

Please notify the Operations Manager if you require any changes in your service requirements.

Feel free to give us a call if you have further enquiries or concerns about any aspect of the services we provide.

If you are experiencing any financial difficulties ask for an appointment where the Operations Manager or General Manager will review your circumstances, no service user will be disadvantaged.



**Note –**

- The Revenue from fees is used to enhance Service Provision
- Fees charged will not exceed the actual cost of service provision
- Clients will be invoiced - fees are payable by cash, direct bank deposit or by cheque

Cheques to be made out to **Charlestown Caring Group Inc.**

Charlestown Caring Group Inc. has financial practices which include the accountability of fee collection. To minimize the risks involved, the collection and carrying of larger amounts of cash the following procedures apply:

All Social Support- Group activities will be on monthly accounts.



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## Fee Policy

Cash to pay fees will not be accepted by any staff member or volunteer while at groups, different venues or on buses.

Clients will be given an invoice after end of month, the total amount for services provided can be paid at the office or can be paid directly into CCG bank account at any Newcastle Permanent Building Society branch or direct deposited into CCG bank account using net bank. A receipt will be given when payment received.

Fees may vary for "one off" special events, these activities and costs will be advertised in the CCG newsletter at least one month in advance.

### **EXCEPTIONS:**

Social support- Individual (transports to and from medical appointments, shopping etc) are still permitted to pay the carer in cash at time of actual service. (\$15) this money is given to the volunteer to assist them with out of pocket expenses eg fuel

Or if regular weekly or fortnightly individual services provided, may prefer to pay by monthly account.

### **CANCELLATION:**

Cancellation fees **may** apply for late cancellations or changing mind after the carer or bus has arrived for pick up.

### **FINANCIAL HARDSHIP:**

People experiencing difficulties paying fees, must contact the General Manager or Operations Manager for a confidential financial hardship assessment to be completed. No person will be refused a service due to inability to pay.

### **FEE FOR SERVICE:**

Charlestown Caring Group is Government funded to provide a certain amount of hours of service (outputs) each financial year, if the amount CCG is funded for is exceeded, it is a Government expectation to put people on a waiting list until a vacancy exists or Services have the option to charge full fee for services provided. All fees are currently subsidised and do not cover the full cost of running each program. When CCG books are full, people may enquire about the "fee for service program" if the person can afford to pay these higher fees and does not wish to be placed on the waiting list. The person can also be referred to another provider who may be able to assist.

If you would like further information, please contact the General Manager on 49421117

**PRIVATE SERVICES:** (Yard Maintenance, cleaning, shopping, transports, social, NDIS etc)

As above we do not get any funding so must cover all our costs to be able to provide these additional services. May be one off or regular bookings,

Fees vary, please ring office for more information or to obtain a free quote.