



CHARLESTOWN CARING GROUP

CHSP FEE SCHEDULE

CHSP - SERVICE	APPROX. TIMES	FEES	PARTICULARS
Social Support – Groups (Tuesdays)	Transport to venue and transport home Bus pick-ups from 8:30am	\$20.00 by bus	Includes: Transport to and from venue, morning tea, lunch and activity fee Must be able to access CCG bus
Shopping Bus (Fortnightly – Thursdays)	Pick up from 9:00am	Transport \$15.00	Transport (must be able to access CCG bus) assistance with shopping provided and enjoy morning tea at own cost
Bus trips community access activities	Bus pickups from approximately 9:00am	\$20.00 or more depending on activity	Transport to different activities / places in the community You will be informed if you must bring money for lunch
Transport and shopping		Transport > \$15.00 (within 30 km round trip) Over 30km as negotiated	You will be invoiced this amount. No money is to be handed to volunteer driver.
Cancellation / administration fee for groups	Advise 24 hours before hand	\$10.00	If short notice or bus / carer arrives and choose not to go without calling office

CHSP SERVICES

Please notify the Aged Care Manager or CHSP Coordinator 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 Aged Care Manager or General Manager will review your circumstances, no service user will be disadvantaged.



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FEE POLICY

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 fortnightly or monthly accounts.
- 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 for the total amount for services provided and 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 and can paid in instalments if requested.

CANCELLATION:

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

CHSP - FINANCIAL HARDSHIP:

People experiencing difficulties paying fees, must contact the General Manager or Aged Care 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: (No funding for these services)

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 My Aged Care for referral to another provider who may be able to assist.

If you would like further information, please contact the General Manager on (02) 4942 1117.