

## City of Burnside Home Support Program

### Client contribution schedule – from 1 November 2024

The City of Burnside Commonwealth Home Support Programme abides by the National Guide to the CHSP Client Contribution Framework. Your contributions towards the cost of your services provided by the City of Burnside are listed below.

If you are experiencing financial difficulty and are unable to pay the scheduled contribution, we can work with you to negotiate a possible reduced fee, according to the *CHSP Client Contribution* protocol.

You can request a review of your contribution at any time you feel your capacity to pay has changed.

Please speak with one of our team members for more information by phoning **8366 4193** or by emailing us at [chsp@burnside.sa.gov.au](mailto:chsp@burnside.sa.gov.au).

All Commonwealth Home Support Services are exempt from paying GST.

#### ❖ SOCIAL SUPPORT GROUPS

TYPE OF SERVICE	Contribution
Social Bus Trips	\$7 plus entry fee/meal cost
3Rs Social Groups	\$15 per session
Shed Groups	\$5 per session
Men's Breakfast	\$10 per person
Come and Try	\$5 per session
Small Group Training and Boxing	\$15 per session

#### ❖ COMMUNITY TRANSPORT

TYPE OF SERVICE	Contribution
Community Shopping Bus	\$3.50 return trip
<b>1:1 Transport – Volunteer Car</b> Transport to medical or health related appointments (up to 20 km per trip) or social activities (up to 10 km per trip)	Transport within the City of Burnside and neighbouring suburbs \$3.50 one-way trip \$7 return trip
	Transport outside the City of Burnside and neighbouring suburbs \$7 one-way trip \$14 return trip
<b>1:1 Accompanied Transport – Volunteer Car *</b> Transport which requires the volunteer driver to wait or provide accompanied assistance	Please refer to Social Support 1:1 contribution

**Level 1:** Aged Pensioners, Disability Pensioners or Self-Funded Retirees with a Commonwealth Seniors Health Card

**Level 2:** Self-Funded Retirees with no Commonwealth Seniors Health Card

❖ **HOME SUPPORT**

TYPE OF SERVICE	LEVEL 1	LEVEL 2
<b>Domestic Assistance *</b> (Cleaning / Laundry)	\$15 per hour*	\$17 per hour*
<b>Shopping *</b>	\$15 per hour*	\$17 per hour*
<b>Social Support 1:1 *</b>	\$10 per hour*	\$12 per hour*
<b>Spring Clean *</b>	\$15 per hour*	\$20 per hour*

❖ **HOME MODIFICATION**

TYPE OF SERVICE	LEVEL 1	LEVEL 2
<b>Handrails, minor modifications &amp; ramps</b>	Council will subsidise up to 75 % of the total cost of the service including materials and labour <u>up to a maximum of \$400*</u> .	Council will subsidise up to 50% on the total cost of the service including materials and labour <u>up to a maximum of \$400*</u> .

❖ **HOME MAINTENANCE**

TYPE OF SERVICE	LEVEL 1	LEVEL 2
<b>Minor Maintenance, gardening, spring clean, window cleaning*</b>	\$15 per hour *	\$20 per hour *
<b>Gutter Cleaning*</b>	\$35 per hour (single storey)	\$50 per hour (single storey)
	\$40 per hour (double storey)	\$55 per hour (double storey)
<b>Key safe box</b>	\$50 per key safe including installation	

Please Note: \* Charges are per worker, with a minimum charge of 1 hour and then 30-minute increments thereafter.

**Commonwealth Seniors Health Card Information for Self-Funded Retirees**

The Commonwealth Seniors Health Card (CSHC) helps senior Australians with the cost of prescription medicines and other health services if you are of pension age but do not qualify for the Age Pension. You can apply for the Commonwealth Seniors Health Card by phoning Centrelink on 13 23 00 or visiting your nearest Centrelink Customer Service Centre or via the Human Services website at

<https://www.humanservices.gov.au/individuals/services/centrelink/commonwealth-seniors-health-card/claiming>

**Cancelling a Home Support and/or Home Maintenance Service**

All cancellations require 24 hours' notice. Where 24 hours' notice is not provided, participants will be charged the usual contribution fee for their missed service. This also includes where a contractor has arrived for a pre-scheduled service and you are not home, resulting in a missed service. If you need to cancel a scheduled service, please phone **8366 4193**.