

Fee Guidelines

Aged and Disability Support Services



A fee is a client contribution towards the cost of Government subsidised support services. These Fee Guidelines operate within the following principles: consistency and fairness to all clients; transparency of information; consideration of individual hardship; reporting obligations and sustainability.

Whose income is assessed?

- Where a person is living alone, that person's income is assessed.
- Where there is a couple who are both service users, the couple's income is assessed.
- Where an older person is living with family/carer, who are not service users, the older person's income is assessed.
- Where there is a household of 3 or more people living together, the income of the person requiring services is assessed. Services will be provided to support only that person and/or their personal space within the home environment.

If you are assisted by the Transport Accident Commission (TAC), WorkCover, other funded care and support programs, or have been financially compensated for your care and support needs, you may not be eligible to receive government subsidised services. Services may be provided, dependent on resources, on a full fee for service basis.

Individuals and/or families who experience high levels of expenses associated with health or disability care may request consideration in relation to fees. Details of these expenses should be discussed and/or provided in writing. In circumstances where financial hardship is experienced, fees may also be negotiated.

Income details

The following table will be used to set fees for the service(s) you are eligible to receive as outlined in the schedule of fees on page 2.

Client fees are reviewed annually; however, you may request a review of the fee charged at any time should your circumstances change.

Your declared income level and applicable client fee is confirmed in your Client Service Agreement. Please contact us immediately if you have any queries or there is incorrect information recorded in your Client Service Agreement.


Low	Single with gross income of less than \$39,089.00
	Couple with gross income of less than \$59,802.00
Medium	Single with gross income between \$39,089.00 and \$86,208.00
	Couple with gross income between \$59,802.00 and \$115,245.00
High	Single with gross income above \$86,208.00
	Couple with gross income above \$115,245.00

Schedule of Fees 2022/23

Service type	Low income	Medium income	High income
General Home Care Community Access	\$8.70 per hr	\$19 per hr	\$50.70 per hr
Personal Care	\$6.70 per hr	\$12.30 per hr	\$50.70 per hr
Respite Care	\$5.50 per hr	\$8.70 per hr	\$50.70 per hr
Food Services	\$11.50 per meal	\$23.90 per meal	\$35.90 per meal
Planned Activity Groups	Program \$6.20 Transport \$6.70 Meal if purchased – cost price		
Social Support Group (Community based)	Varies between \$5.20 - \$17.70 per activity Transport \$6.70 Where relevant, venue entry or meal at cost price.		
Assisted Transport	\$6.70 per day		

****If a service is cancelled with less than 24 hours notice, a cancellation fee equal to the full cost of the delivered service may be charged.**

Commonwealth Home Support Programme (CHSP services are funded by the Australian Government Department of Health. Visit the Department of Health website (www.health.gov.au) for more information. Although funding for CHSP services has been provided by the Australian Government, the material contained herein does not necessarily represent the views or policies of the Australian Government.

Interpreter service  **9840 9355**

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Account Payment Guidelines

Once you start receiving services, a monthly account will be forwarded to you for payment. You should check your account as soon as you receive it each month to ensure all service dates, amount of service hours and the cost per hour are correct. If there are any discrepancies, please call the office on 9840 9700.

If your account is correct, you are required to pay the current charges by the end of the following month. For example, any charges incurred in January must be paid by the end of February.

If you are experiencing difficulty paying your account please call our office so we can take steps to review your situation.


If your account reaches 90 days overdue, a letter will be sent to you requesting immediate payment and legal proceedings may be taken to recover the outstanding debt.

Payment methods

Home Support Accounts may be paid via:

- BPay: contact your participating bank or financial institution to make this payment from your cheque, savings, debit, credit card or transaction account. Minimum transaction of \$5.00 applies. Please enter the Biller Code and BPay reference number as detailed on your monthly account.
- payment in person at any Post Office by cash, cheque, EFTPOS or credit card. A minimum transaction of \$4.50 applies for eftpos.
- payment in person at Manningham Council, 699 Doncaster Road Doncaster, by cash, cheque, EFTPOS or credit card.
- post a cheque or money order to Manningham Council, PO Box 1, Doncaster, Victoria, 3108.
- Postbillpay payment via phone 13 18 16 or via internet www.postbillpay.com.au is by credit card or debit visa card only (Visa, MasterCard and Bankcard accepted). Minimum transaction is \$4.50. Receipt of payment to Council can take 1-2 days.

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