

Commonwealth Home Support Program (CHSP), Home and Community Care (HACC) and Fee for Service (FFS)

Chats Fee Schedule from July 2023

Lifeline Tasmania's Chats services are available to individuals registered with the Australian Government's CHSP or the Tasmanian Government's HACC programs. Tasmanian seniors, who are not in the CHSP, can attend Chats activities on a full cost-recovery basis as an FFS participant.

Both the Tasmania and Australian Governments require Lifeline Tasmania to collect a client contribution for services. The fee may vary according to your eligibility for funded services, and capacity to contribute.

Lifeline Tasmania does not want our fees to prevent you from attending our services and in the case of financial hardship, or if you spend a significant amount of your income on health-related goods and services we can negotiate fees with you. Please discuss a fee reduction or waiver with a Chats team member.

- All program participants pay for their own meals when on social outings.
- Commencing October 01st 2023 – fees can be invoiced to participants, their Home Care Package provider or their representative as required at the close of each month.
- Participants who have transitioned from Lifeline Tasmania's CHSP to a Home Care Package with an external provider may negotiate fees based on package level and need.

Social Support Individual

Accompanied Activities: We offer a range of individual services to assist you to maintain your independence and keep active. These include taking you shopping, having social visits within your home, setting up regular phone call engagement or accompanying you on social community outings.

Social Support Group

Accompanied Group Activities: We offer the opportunity for participation in planned group activities conducted in community-based settings, designed to develop and maintain social interaction and support – *please see the monthly calendar of activities, developed for each Tasmanian region (North, North West and South).*

Allied Health and Therapy Services – CHSP Only

Social Work and Counselling: We offer these services in group or individual sessions focusing on restoring or improving independent functioning and wellbeing. Individual referrals can be obtained through My Aged Care or speak with your regional office if interested in the group sessions.

CHSP Participants

Activity Type	Type	Fee per Participant
Individual Social Support <ul style="list-style-type: none"> - Shopping - In Home Visit - Individual Community Outing 	Fee Per Hour	\$8.00
Group Social Support	Attendance Fee*	\$8.00
	Short journey (within a 10km radius from Chats office)	\$8.00
	Long journey (over 10km radius from Chats office)	\$12.00
Allied Health and Therapy Services- Social Work & Counselling	Fee Per Session	\$10.00 *capped at \$20.00 per week

**Attendance fees cover the event coordination and attendance on the day for support. The above fees are within scope of Australian Government's defined reasonable client contribution to services.*

HACC Participants

Social Support	1 visit per week	2 or more visits per week (capped)
<ul style="list-style-type: none"> - Shopping - In Home Visit - Community Outing 		
Pensioner	\$5.00	\$10.00
Non-Pensioner	\$20.00	\$30.00
Worker' Compensation Clients	Full Cost*	Full Cost*

**As advised by Lifeline Tasmania*

The Tasmanian Government sets the HACC fee schedule

FFS Participants

(Includes Home Care Package, Self-funded, Aged Care Facility Resident)

Activity Type	Type	Fee per Participant
Social Support - Shopping - Community Outing	Attendance Fee*	\$55.00
	Short journey (within a 10km radius from Chats office)	\$8.00
	Long journey (over 10km radius from Chats office)	\$12.00
Allied Health and Therapy Services- Social Work & Counselling	Fee Per Session	\$50.00
	Travel Fee	\$1.20 per km- to and from session meeting point

Chats Cancellation Fees

Activity Type	Type	Fee per Participant
All services and all funding types - CHSP (Social Support Individual, Social Support Group, Allied Health) - HACC - FFS	Cancellation greater than 24 hours' notice	No charge
	Cancellation less than 24 hours' notice	50% of total activity cost – group & individual

**Cancellation fees are discretionary and will not be charged in the case of illness or hospitalization. Cancellation fees will come into effect October 01st 2023.*

RELATED DOCUMENTS

- Chats Fee Procedure
- Chats Fee Waiver Form
- Lifeline Tasmania Confidentiality Policy
- Lifeline Tasmania Code of Conduct



*Chats welcomes people from all walks of life.
We celebrate diversity and are committed to inclusive practice and activities.*