Commonwealth Home Support Program (CHSP)

Client Contribution Schedule

At Southern Cross Care, we understand that your home is where your heart is, where your memories are, and where you feel independent, safe and comfortable.

We also understand that to maintain your independence and to stay at home for as long as possible, you may benefit from a little support. That is why we offer high-quality Commonwealth Home Support Program (CHSP) Services to help you to be Better for life.

Please note that each of the prices listed below represent what you, as a client, will contribute towards the cost of each service.

Home Care	Up to 60 minutes	Above 60 minutes
Personal Care, Domestic Assistance, Social Support and Community Engagement, In-Home Respite, Transport Services	$13.00	Additional $3.25 per 15 minutes

Allied Health & Therapy at a Health & Fitness Centre	Per session
Initial assessment	$21.00
One-on-one consultation	$16.00
Allied Health led classes (eg. Pilates, hydrotherapy, hand therapy)	$16.00
Group classes (eg. Stronger Today, circuit, aquatherapy)	$10.50

Allied Health at home	Per session
Occupational Therapy (OT) home visit	$42.00
Occupational Therapy (OT) review home visit	$36.50

Dementia Cottage Respite	Per visit
Full Day Respite	$32.00

Southern Cross Care (SA, NT & VIC) Inc, ARBN 129 895 905, South Australia, liability limited

Better for life®

Booking and Cancellations

Southern Cross Care requires 48 hours notice for all cancellations. Cancellations made within 48 hours of a booked service will be charged at 100% of the service price. If you are not present at the scheduled time of a booked service and have not provided us with 48 hours notice of cancellation, you will be charged at 100% of the service price.

Service Availability

The availability of services provided by Southern Cross Care differs by region. In some regions, Southern Cross Care does not have the team members, Health & Fitness Centres or Dementia Respite Cottages to provide services for the listed prices. Due to the way that CHSP funding is structured by geographical region, not all services are available in all areas at all times, but our Home Services team can tell you whether the services you are looking for are currently available through CHSP or not. Please note that you must also be assessed and approved for each of the services under the CHSP and cannot access funding for services you are not approved for.

Client Contributions

Commonwealth Home Support Programme services are subsidised by the Government. It is the Government's expectation that people pay a contribution to the cost of their care. Our CHSP client contribution prices are set with consideration of the cost of delivering care to you and the subsidies provided by the Government. We will always let you know the estimated cost before your services begin so you know exactly what to expect.

Our client contributions are reviewed annually, and may be increased if the cost of care has increased. We will communicate any increases to you in a timely manner before they occur.

Financial Hardship and Fee Waivers

We understand that financial situations can change. If you are experiencing financial hardship or cannot afford the client contribution, please let us know. We are here to support you and will look for ways for you to access the services you need without financial strain. Depending on your circumstances, we may be able to set up alternative payment arrangements, reduce your fee, or waive it entirely.

In order to apply for a fee reduction or a fee waiver for your CHSP services, please contact 1300 203 077 You will be asked to provide information and evidence of your financial hardship. This may include information on your pensioner status, medical and medication costs, and ongoing expenses contributing to your hardship. We will assess this and inform you of the outcome of the assessment.

All discussions regarding your financial situation are treated confidentially and with respect.

More Information

For more information about our services or prices please call our friendly team on **1800 852 772**.

This pricing information is effective as of 1 July, 2026.