

Schedule of Fees (Co-Contributions) for the Queensland Community Support Scheme

Effective 1 July 2021

Service Type	Support Fee
In-Home Support	\$7/ hour minimum one hour (weekdays only excluding public holidays)
Community Connection	<p>\$7/ hour minimum one hour (weekdays only excluding public holidays)</p> <p>Ipswich area: <i>first 10 kilometres are provided at no charge*</i></p> <p>Lockyer and Somerset: <i>first 20 kilometres at no charge*</i></p>
Group Activity Or Centre Based Group	\$11/ per session

**minimum 2 hour support*

Clients experiencing a change in financial circumstances or financial hardship may apply for temporary fee reduction. This will be reviewed three monthly and may require substantiation. Only the Chief Executive Officer can approve fee relief.

Other charges – not eligible for fee relief

- Transport by a support worker in their own vehicle conjunction with support will be charged at 0.94¢ per kilometre in all instances except where the grant source makes specific provision for this.
- Out-of-Pocket Expenses – certain group activities may include additional out-of-pocket expenses e.g. *entries, ingredients for food prepared to take home, craft materials for a personal project*. This will be clearly stated in the flyer or Program / Schedule of Activities. Involvement in such activities is optional.

Cancellation Policy

When a client or carer cancels a service at short notice we are still obligated to pay the staff person for part or all of the support depending on the amount of notice given. In order to meet these costs ALARA has a cancellation policy.

Fees Payable on Cancellation of Rostered Service:

Where a QCSS client cancels an individual service with less than 24 hours' notice, the client/family will be charged the co-contribution to one hour of service at the applicable hourly rate. Where less than 24 hours' notice is given and the support worker is on the way to/or arrives at the support the co-contribution will be charged to the individual.

If the service is cancelled due to an exceptional and unforeseen circumstance (same day or preceding day) e.g. emergency hospitalisation or the client or carer, a request can be made to the Chief Executive Officer to waive the fee.