

Dear Participants,

We hope you have been keeping well. We are writing to share an update about the fees for your Commonwealth Home Support Programme (CHSP) services.

At Capital Region Community Services, our priority is to provide high-quality, person-centred care that supports your independence, wellbeing, and comfort at home. We remain committed to ensuring our services continue to meet your needs and are delivered with the care, respect, and reliability you expect.

To continue providing this level of service, we will be making a small adjustment to our service fees. This change will take effect from 1st May.

Below are the updated fees for CHSP-funded services:

CHSP Funded Service Fees (per hour unless otherwise stated):

Domestic Assistance:	\$20
Personal Care:	\$20
Gardening:	\$25
Individual Social Support:	\$20
In-home Respite (Flexible Respite):	\$20
Social Groups:	Please refer to your enrolment form
Community Transport (per trip each way):	<ul style="list-style-type: none"> o Up to 15 km: \$10 o 15 km to 30 km: \$12 o 30 km to 45 km: \$14 o Over 45 km: \$16

We understand that any increase in cost can be concerning, and we want to reassure you that this decision was made thoughtfully and only after careful consideration. Rising operational costs, including staffing, resources, and service delivery expenses, mean that updating our fees is necessary to maintain the quality, safety, and continuity of the support we provide.

Please know that we value every person we support, and we are committed to keeping our services as affordable as possible. If you have any questions about the new fees or would like to discuss your individual circumstances, we encourage you to contact us. Our team is here to help and will work with you to ensure you continue receiving the support that best suits your needs.

Thank you for your understanding and for being a valued part of our community. We genuinely appreciate the trust you place in us.

Warm regards,

Stella Shin
Executive Manager – Programs and Service