



Cowra Home Modifications and Maintenance

Commonwealth Home Support Programme (CHSP)

Why we ask for a contribution

Our aged care services are partly funded by the Australian Government through the **Commonwealth Home Support Programme (CHSP)**.

To help keep services fair and sustainable, clients who can afford to contribute are asked to pay a small amount towards the cost of their support.

Your contribution:

- Helps us keep services available to everyone in our community
- Supports the purchase of materials, tools, and equipment
- Ensures services continue to meet your needs

No one will miss out on services because they can't afford to pay the full client contribution.

How much will I pay?

Service Type	Client Contribution
Assistance with Home Maintenance and Repairs	As per supplied quote
Gardening	\$20.00 per hour
Home Adjustments (Home Modifications Products)	As per supplied quote

These rates are reviewed each year. We'll always tell you before anything changes.



How we invoice

You'll receive an **invoice at the conclusion of each service** for any home maintenance, gardening or home modification services you have received.

The invoice lists each service, the date it was provided, and the total amount due.

Payment is due within **14 days** of the invoice date.

Ways to pay:

- **Direct deposit (EFT)** – bank details are printed on your invoice
- **Cash or EFTPOS** – available at our office
- **Cheque** – payable to [Organisation Name]

If you need help understanding your invoice or setting up payment, please contact our office — we're happy to help.

If you can't afford to pay

We understand that sometimes paying contributions can be difficult.

If you're having financial trouble, please talk to us. You can ask for a **hardship review** if you:

- Have unexpected medical or household costs
- Are on a low or fixed income
- Are supporting someone else financially

We can:

- Reduce your fee
- Waive it temporarily
- Help set up a payment plan

All hardship discussions are **confidential** and treated with respect.



Your privacy

We protect your personal and financial information in line with the **Privacy Act 1988 (Cth)** and our **Privacy and Confidentiality Policy**.

Only authorised staff can access your records.

Contact us

Cowra Home Modifications & Maintenance

Phone: 02 6340 1100

Email: home@cinc.org.au

Address: 15 Vaux Street Cowra NSW 2794]

Hours: 9.00am to 4.00pm

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