



31 May 2023

Dear valued customer,

**Subject: Notice of Fee Increase for Home Care Package**

We are writing to inform you of an upcoming adjustment to our fee structure related to the recent increase in the Home Care Package Subsidy, as detailed in the letter sent by the Minister for Aged Care. You can access a copy of the letter on the Department of Health website.

In the Minister's letter, it was outlined that providers would be implementing a fee increase in response to the subsidy increase. Therefore, we have updated our fee schedule, which is attached for your reference. The new fees will be effective from 1 July 2023.

Transparency and open communication are of utmost importance to us, and we would like to explain the reasons behind this adjustment. As a responsible age care provider, we are committed to maintaining the highest standards of care and service quality. The fee increase is necessary to ensure we can continue delivering the same level of personalised care that you deserve. It will enable us to meet the growing demands of providing exceptional care and maintaining the required staffing levels to effectively support you.

We have carefully considered this reasonable price increase to ensure our workers are fairly compensated and to cover our service delivery-related business costs, including staff training and development. With this price adjustment, we will continue to make improvements to your service, and ensure all our Local services meet quality standards and provide the best quality service to you.

The increased Home Care Package subsidy should have minimal impact on the hours of service you receive, however if there are any changes, we will reach out to you to discuss your updated budget. If you have any questions, please feel free to contact your Local team or visit the FAQ section on our website.

We appreciate your loyalty as a customer, and we remain fully committed to providing the best possible customer service. Our relationship with you is of utmost importance, and we hope to continue to support you to live the life you choose.

Thank you for your understanding and cooperation during this transition. Should you have any further inquiries, please do not hesitate to reach out to us. We are here to assist you.

Your Chorus team

**chorus**

chorus.org.au | 43 Planet Street, Carlisle, WA 6101 | 1800 264 268

Chorus Australia Limited

ABN: 45 616 910 564