

Information for Chorus Customers

If you're receiving Chorus services, this section has important information for you.

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Understanding your Home Care Package fees

If you receive a Home Care Package (HCP) it means the Australian Government subsidises the cost of the in-home aged care services you receive from Chorus.

The total amount of your package comprises the Government's contribution and any contribution we may ask you to pay to cover the costs of your home care services.

For more information on your HCP budget and the associated fees, check out:

- the Department of Health and Aged Care's [information sheet](#)
- the My Aged Care website's [HCP costs and fees page](#)
- Chorus latest [schedule of fees](#)

Understanding your CHSP fees

If you receive a Commonwealth Home Support Program (CHSP), it means the Australian Government partially subsidises the cost of the in-home aged care services you get from Chorus. You will also contribute a Co-Payment for these services.

The Co-Payment funds the difference between the subsidy provided by the Government and the total amount required to provide the CHSP services agreed under your Support Plan.

For more information on our CHSP fees, check out:

- [Chorus latest CHSP schedule of fees](#)

Understanding your NDIS fees

If the services you receive from Chorus are funded through the NDIA directly or your Registered Plan Manager, your services will be charged as per the current [NDIS Price Guide](#).

If you choose to self-manage or use a Representative, your supports will be charged as per the [Chorus NDIS self-managed fee schedule](#).

Cancelling services

We understand that you may need to cancel services from time to time. The more notice you can give us, the better. Sometimes, where notice is short, fees may still apply as per your service agreement.

If you receive services from Chorus through your Home Care Package (HCP) or the Commonwealth Home Support Program (CHSP):

- We will charge you a cancellation fee if you give us less than 24 hours' notice you're cancelling a scheduled visit.
- You can cancel your visit in advance by:
 - calling the Chorus office on 1800 264 268;
 - using the My Community app.

Cancelling services cont.

If you receive services from Chorus through the National Disability Insurance Scheme (NDIS):

- We will charge you a cancellation fee if you cancel a visit after 3pm on the day before the scheduled visit.
- You can cancel your visit in advance by:
 - calling the Chorus office on 1800 264 268;
 - using the My Community app.
- Check the NDIS price guide for fees related to cancellations.

We will NOT charge you a cancellation fee if there are exceptional circumstances (such as hospitalisation) where you were unable to notify us.

For more information about cancellations, talk to your Chorus Local.

Domestic assistance products

Staff will help you identify which tasks they can support you with to help you live independently at home – whether that's vacuuming, washing floors, cleaning the bathroom, dusting or doing a little laundry.

We recommend our support workers use cleaning products and equipment that are safe to use around you, your family and your pets.

As part of our commitment to everyone's safety, staff are not allowed to use any product that is not clearly labelled and in its original container.

Here are some specific safety requirements every Chorus customer must follow.

Residual Current Devices

Chorus staff are supplied with a Residual Current Device (or RCD) which they are required to use for any tasks using electronic equipment.

Domestic assistance products cont...

Equipment and cleaning products

Customers are required to supply cleaning products and equipment for support workers to use.

Here are some examples:

Cleaning products such as vinegar, Spray and Wipe, cream cleanser and Pine O Clean.

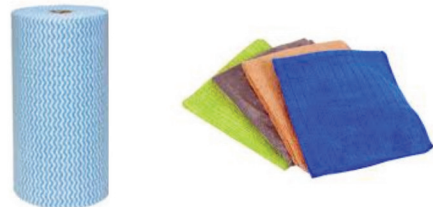


A string-type mop with an appropriate size bucket, which has a facility to squeeze water out of the mop.

An additional dry mop to dry floors to reduce your risk of trips and falls.



Cleaning cloths or sponges.



A lightweight vacuum cleaner with adequate suction that is in safe working order.



Here are some additional pieces of equipment that can be used by support workers.

Steam mops and long-handled scrubbing brushes.



Domestic assistance products cont...

Here is a list of cleaning products that are NOT suitable for staff to use in your home.

Because of the associated risk, Chorus support workers cannot use bleach or bleach-based products under any circumstances.



Support workers are also not allowed to use cleaning products that produce excessive fumes, such as some bathroom tile cleaning products.



Hours of operation

Chorus office hours are Monday through Friday from 8am to 4pm, except for public holidays. There are many instances where services are provided outside of these hours. Speak to Chorus to explore out-of-hours service.

Wellness and re-ablement

We approach everything we do with a focus on your wellness and enabling you to live how you want to live. To achieve that, we are always aware of individual skills and abilities, and we work in partnership with you to ensure we're meeting your changing needs.

We encourage you to be as independent as possible but we're here to help with those tasks you have difficulty managing yourself. Some of this support can be short term, while other support may continue for longer periods. It can also mean reducing support to ensure you do not lose your independence. Any changes to your support are fully discussed with you before they take place.

If your support needs change and you require services Chorus cannot provide, we will discuss this with you and guide you through the available options to help meet your needs.

Your support plan

We will work with you and whoever you want involved, to create a plan (known as a support plan) to build on your strengths and abilities and address the needs and goals identified that you want from Chorus.

The plan may include:

- The kind of support you want
- Your goals and how Chorus works with you to achieve them
- The outcomes you are expecting
- Expectations for your participation
- Any special requirements you have
- Days and times you will receive the service
- Emergency contact details.

Chorus will refer to the support plan to make sure the service is tailored to meet your needs.

How to pay your invoice

To pay your invoice we can assist you to set up a Direct Debit. Alternatively, invoice payments can be made online, over the phone or in person.

- [Click here to pay online](#)
- If you would like to set up a Direct Debit please speak to your Local
- If you would like to set up a payment plan please email customeraccounts@chorus.org.au

Locations for in person payment:

Location	EFTPOS	Cash Payments
Chorus Peel North: Ability Arts, 6 Cumberland Street, Greenfields, WA 6210	✓	
Chorus Melville: 38A Waddell Road, Palmyra, WA 6157	✓	
Chorus Cockburn: 24 Leichardt Street, Bull Creek, WA 6149	✓	
Chorus Victoria Park: 43 Planet Street, Carlisle, WA 6101	✓	✓
Chorus Albany: 122 Grey Street, Albany, WA 6330	✓	✓