AGED CARE INDUSTRY
ASSOCIATION

Unit 5, 259 Glen Osmond Road, Frewville SA 5063
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ONLINE

ABC OF UNIT COSTING IN THE COMMONWEALTH HOME SUPPORT PROGRAM

Date: Monday 9 November 2026
Time: 1pm to 2.30pm SA | 1.30pm to 3.00pm VIC, NSW, ACT, TAS | 10.30am to 12pm WA | 12pm to 1.30pm NT | 12.30pm to 2pm QLD
Audience: Finance Managers, Team Leaders, Volunteer and Business Coordinators, Managers working in Commonwealth Home Support Program (CHSP) Services

CHSP services need to know how much it costs to deliver one unit of service (eg domestic assistance, allied health, social support, a meal, a trip) to plan for the transition to the Support at Home Program in 2027.

By the end of the workshop participants will:

- Describe the key steps of Unit Costing
- Define how to develop a unit cost for their service type or program
- Apply practical tools and resources in developing Unit Costs
- List the step-by-step process to know the Unit Cost of their service
- Network with colleagues

What you will get from attending:

- A clear understanding of how to calculate the unit cost for different service
- Access to an excel spreadsheet tool to use in your service

About the presenter:

Carrie Hayter is a passionate advocate for the rights of older people, people with disability and their allies and works to create and design consumer led services. With over 30 years' experience working in social care in Australia and England, Carrie has an intimate knowledge of knowledge of ageing and disability. She is the Managing Director of Carrie Hayter Consulting who has worked with over 500 aged care and disability services across Australia, in transforming how they work alongside service users to create inclusive services. She also works part time as the Consumer Engagement Manager, Health and Medical Research for Health Consumers NSW.

Carrie has a Bachelor of Social Work (Honours) from the University of NSW, Sydney, a Master of Economics (Honours) from the University of Sydney and is a graduate of the Sydney Leadership Program, 2017. An active member of the Australian Association of Gerontology (AAG) since 2006 and in 2017 she became a Distinguished Member of the AAG.

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Email registration form to enquiry@acia.asn.au

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❑ Member - $220 per person (Inc GST) ❑ Non-Member - $270 per person (Inc GST)

* For a booking of 4 or more people, non-members will receive a $20 per person discount

Name: _____

Organisation: _____

Address: _____

Position: _____ Phone: _____

Email: _____

* Email address of **participant** is required for the online link

Payment Details

❑ Credit Card ❑ Visa Card ❑ Master Card

Card No: _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ Expiry: _ _ / _ _

Cardholders Name: _____ Signature: _____

❑ Invoice for EFT Payment

Terms and Conditions

The name/s on the registration form agrees to:

- Registration is one ticket per participant, and all participants are required to access training on individual devices.
- Not circulate or distribute the weblink or resources to any person or organisation who is not a registered attendee (you will receive an invoice for the extra attendee/s).
- Not show the event in a group setting where unregistered attendees are present (you will either receive an invoice for the extra attendees or be removed and no refund given).
- Not make any recordings or capture the video or audio in any capacity.

ACIA reserve the right to:

- Remove unauthorised participants from a session if no response is received by the unauthorised attendee within 10 minutes (by Zoom chat).
- Request all participants to turn on their camera.

By completing this registration form you agree to ACIA sending training updates to you.

Notification of cancellation or transfer of registration must be by email to enquiry@acia.asn.au. No refund is available for any cancellations received five working days or less prior to the start date, however a substitute delegate is welcome. Please notify ACIA of any substitution as soon as possible. **No refund or transfer will be given for non-attendance.**

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