

POL: 4.5	SERVICE CHARGES
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POLICY STATEMENT

Charges for services provided by SWCT are determined by the Executive Officer in consultation with the Management team and in line with requirements set out in the CHSP manual for funded clients and the NDIS price schedule for NDIS clients. Full cost Home Care Package clients and Full Cost Recovery clients fees will be in line with NDIS fees. These fees may be reviewed at the discretion of the Board of Management.

PROCEDURES

4.5.1 Service Charges

In cases of hardship, or where funded Clients request assistance, SWCT reserves the right to negotiate advertised charges. The Schedule of Client Fees identifies the charges for various types of transport based on kilometres travelled.

All Clients, and their carers, shall be informed of the charges associated with any service:

- In their Service Agreement;
- when making a booking;
- with reasonable notice prior to any forthcoming variation to charges which may affect them.

Payments

All Commonwealth Home Support Services Client Financial Contributions are required to be paid for in full at the time of the service or in advance of the service via one of the following methods:

- Pay cash to the driver on pickup
- Pay over phone using EFTPOS by phoning either one of our offices
- Pay in cash at one of our offices between the hours of 9am – 3pm, Monday to Friday excluding public holidays.
- Via eft to our bank account in advance of the service.
- BSB: 802388
- Account 100004590
- Ref Your name plus trip dates or social name

The exception to above will be for the following services which must be paid for in advance.

- Out of area medical trips
- Socials that indicate a pay by date on the social calendar.
- Clients who are placed into a taxi so that no money changes hands with the taxi driver.

4.5.2 Financially Disadvantaged Procedure

SWCT shall support funded clients requiring financial assistance by implementing the following policy for a six month period. At the completion of the 6 months the client will be expected to increase the fee payment by a minimum of \$2 per month until the advertised rate is reached.

- Initial 6-month subsidy will be calculated at 50% of the current fare with a Minimum payment of \$10.
- Financial subsidy will apply to trips further than 20 kilometres.
- No financial subsidy will be provided for Social Outings

4.5.3 Increases in Client Contribution

South West Community Transport reserves the right to review the contributions, fees and charges every 6 months or as per the Commonwealth Home Support Program fee guidelines. We will advise you in advance in writing of any changes to your client contribution.