



CAFS Wide Policy

Client Fees And Financial Contributions

Stage : **Issued**
Version : 3.006007

Objective:

Child & Family Services Ballarat is committed to providing services to the most vulnerable and disadvantaged groups. The organisation will not exclude any person from accessing its services due to their inability to pay a fee or charge. A levy for client fees is necessary in some cases, and this policy is designed to allow for that to occur while remaining true to our mission and values.

Scope:

CAFS will not exclude any person from accessing its services due to their inability to pay a fee or charge.

This policy applies to all situations where a fee is required to be levied as part of a funding arrangement, or where CAFS chooses to levy a fee to help cover unfunded costs.

Fees will not be charged for services that are fully funded.

Responsibilities:

All staff must abide by this policy if they are considering levying any fee or charge for services provided by CAFS.

The specified permission (from CEO or Board) must be granted before any fee or contribution is sought.

Policy Statement:

1. Child & Family Services Ballarat is a not-for-profit organisation. Where funding for programs is adequate to fully cover costs and there is no requirement from the funding body that clients make a contribution, no fee will be charged or contribution sought from service users.
2. Where services cannot be provided without a client contribution, the fee or contribution will be kept to the minimum needed to provide the service.
3. Where a condition of funding is that clients will make a contribution, the contribution will be kept to a minimum.
4. The client's capacity to pay will always be taken into account when determining fees for services. For example, nominal fees may be set according to a person's level of income (eg \$1 per \$1000 annual income), however no-one will be denied a service because s/he cannot pay this amount or make any contribution, and allowance for specific circumstances must always be made.
5. Any service or program that levies a fee or asks for a client financial contribution must obtain the written approval of the Chief Executive Officer on the form attached to this policy before doing so.
6. Extraordinary arrangements, for example providing a service to clients that is fully funded by fee-for-service levies, must also be approved by the Board of Governance before commencing.

References to Standards and Legislation:

ABEF Category 5: Customer and Market Focus **5.2:** Customer Relationship

FRSP Client Focus: FRSP Client Focus	Management
FRSP Leadership & Governance: FRSP Leadership & Governance	10: FRSP Accessibility of Services
HASS Standards: HASS Section 3 Direct Service & Case Management	1: FRSP Values & Ethics
	3.1: Providing equitable access to support services

Quality Document References:

- Cash Handling: Policy -Finance and Investments
- Cash Handling: Policy -Finance and Investments (Not Issued - In Draft)
- Cash Handling Procedures: Procedure -Finance and Investments
- Cash Handling Procedures: Procedure -Finance and Investments (Not Issued - In Draft)

Internal Files/Links:

Fee / Contribution Request for Service	Form-CAFS wide
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Template: 2/tpg/docgrp1.asp **Author:** Kevin Zibell **DocId/Thread:** 16413/3800 **Session:** 720778068 **Next Review:** 5/01/2012
Created : 09/12/2008 **Completed :** 9/12/2008 **Authorised :** 9/12/2008 **Reviewed:** 5/01/2011 **Issued :** 9/12/2008

Keywords: costs client charges fee service levy
Current as at: Wednesday, 7 December 2011 10:14:32 AM
