Tailem Bend Community Centre Inc

CONTRIBUTION AND FEE POLICY AND PROCEDURE

INTRODUCTION

This policy forms part of the guidelines for staff, volunteers and clients for Contributions and Fees for services connected with delivery of Tailem Bend Community Centre services.

ACRONYMS

Acronym	Reference
CHSP	Commonwealth Home Support Programme
DHS	Department of Human Services (South Australian Government)
HACC	Home and Community Care
CTSA RMC	Community Transport South Australia – River Mallee Coast
TBCC	Tailem Bend Community Centre
CND	Community Neighbourhood Development

DEFINITIONS

Term	Definition
Contribution	A payment which helps share the cost of the service
Fee	Payment for services

BACKGROUND

Medical Bus
The payment of fees for the Medical Bus is not collected by TBCC; all transport fees for the Medical Bus are paid by the client on the day of transport and collected by the driver. Any other arrangements for payment are to be negotiated between the client / service provider and the Medical Bus Contractor (Coorong Coaches). TBCC is a booking agent for the service only.

This policy relates to CTSA RMC provided transport only.

POLICY PRINCIPLES

In providing services, TBCC will comply with the following principles:

Consistency:

- All clients who can afford to contribute to the cost of their care should do so.
- Client contributions will not exceed the actual cost of service provision.

Transparency:

- Policy information will be made available in an accessible format and be publicly available, given to, and explained to, all new and existing clients.
- Procedures for the determination of fees, including assessment criteria, are documented and publicly available upon request.
- Contribution rates and fees will be reviewed as required by DHS. Service Recipients and Contractors will be notified of any contribution or fee updates accordingly.
- A written statement regarding the use of fees and payment procedures will be included in the Client information Booklet.
- Clients are informed of the fee at the time of booking transport. All fees are GST inclusive unless otherwise advised.

Hardship:

- Arrangements will be considered for those who are unable to pay the requested contribution.
- Inability to pay a fee will not be used as a basis for refusing service to people who are assessed as requiring a service.
- Individual financial circumstances will be considered when determining eligibility for 'Hardship Arrangements.'

Reduction or Waiver of Fees

- Where the client indicates that they cannot afford to pay a fee, all information obtained will be confidentially assessed before determining to reduce or waive a fee.
- The first step in reducing or waiving a fee is to offer a reduced fee to the client.
- Fees will only be waived if the client demonstrates that they will not be able to afford to pay the reduced fee.
- If a fee is reduced or waived, clients will not be treated any differently and will still be afforded all rights as applicable to paying clients.
- A fee reduction or waiver can only be negotiated with the CTSA RMC Coordinator and prior to the date of transport.

Reporting:

- Reports to DHS will provide the dollar amount collected from client contributions.

Fairness:

- Service delivery and fees applied will include consideration of the client's capacity to pay and will not exceed the actual cost to deliver the services.
- Consideration will include partnered clients, clients in receipt of compensation payments and bundling services.

Sustainability:

- Revenue from client contributions will be used to support ongoing service delivery and expand the services currently funded to deliver.
- Agencies will be charged in full the cost of the service should a client be receiving compensation payments intended to cover the cost of a service provided.
- More than one client may be transported at a time and the CTSA RMC coordinator will be responsible to manage this in line with client and driver safety expectations. Each client transported is responsible for the payment of the fee as per the fee schedule.

Complaints:

- All clients have a right to complain about the amount of fee charged or a refusal of a reduction or waiver.
- Clients and their advocates have the right of appeal if they are unhappy with any aspect of fee setting or fee reduction processes. All clients shall be advised of this right and the process at the time of the appeal.

Reimbursement of Travel Costs

- Some clients may be eligible for compensation for travel to medical appointments from the Patient Assistance Transport Scheme (PATS). Information brochures are available at the TBCC office, Public Hospitals, General Practitioners and online.

  https://www.sahealth.sa.gov.au/wps/wcm/connect/public+content/sa+health+internet/health+services/country+health+services/patient+assistance+transport+scheme
  *A receipt showing total CPN cost is required to make a (PATS) reimbursement claim.
- Some clients may be eligible for compensation from their private health fund and should speak to their fund.
- It is the client's responsibility to pursue compensation, if applicable and not the responsibility of the CTSA RMC staff.
- The client is responsible to pay the fee to CTSA RMC at time of transport.

Fees

- Fees are based on distance travelled.
- All fees charged include the return trip.
- Fees will not be charged to carers or companions who are travelling to support the client.
- Clients who require multiple trips within any given month may be able to access a capped fee – this will be determined by the CTSA RMC Coordinator
- Fees are based per client rather than per vehicle and CTSA RMC reserves the right to manage the vehicles in the most cost-effective manner to provide transport efficiently whilst also recognising the needs of the clients.
- The fee schedule may be reviewed and updated at any time without notice.
- Transport of a client to other services e.g. the medical bus or public transport assumes one fee that includes delivery to and collection from designation location on the same day.
- Vehicles that belong to other entities and used from time to time by CTSA RMC are charged the same rates as vehicles owned or leased by MMCTS. In this case CTSA RMC may forward a portion of the fee collected to that entity, as agreed.

Fee Schedule

TBCC Office Service Charges

Printing Charges	Members	Non-Members
Black & White A4	20c/page	30c/page
Black & White A4	50c/Double sided	$1.50/Double sided
Black & White A3	50c/page	$1.00/page
Black & White A3	80c/Double sided	$1.50/Double sided
Colour A4 normal paper	80c/page	$1.50/page
Colour A4 photo/glossy paper	$2.00/page	$4.00/page
Colour A4 normal paper	$1.50/Double sided	$3.00/Double sided
Colour A3 normal paper	$2.00/page	$4.00/page
Colour A3 normal paper	$3.00/Double sided	$4.50/Double sided
Scanning		
Scanning & printing	As per printing charges above	As per printing charges above
Scanning to email & editing	$5.00	$5.00
Scanning to USB (flash)	$2.50 (BYO USB)	$2.50 (BYO USB)
USB Drive 2 Terabytes	$15.00	$15.00
Phone Charges		
Telephone calls	50c/call	50c/call
Mail		
Stamp	$2.00 each	$4.00 each
Standard envelope	20c each	40c each
A5 envelope	30c each	60c each
A4 envelope	40c each	80c each
Binding		
Binding A4 booklet	$4.00/booklet	$8.00/booklet
Laminating		
Laminating A4	$3.50/sheet	$7.00/sheet
Laminating A3	$6.00/sheet	$10.00/sheet
Computer Charges		
Net & email	$5/hour (minimum $2.50)	$5/hour (minimum $2.50)

Facility Hire & Catering Fees

Type	Half Day	Full Day	Other
Community Group	$15.00	$30.00	
Personal	$30.00	$60.00	
Business	$100.00	$200.00	
Urn			$10.00

Catering Options

Description	Per head $
Tea & Coffee	$2.00
Scones with Jam and Cream	$6.00
Asst Sandwich and Sweet Platters	$15.00
Soup & Asst Sandwich Platters	$18.00
Soup, Asst Sand and Sweet Platters	$20.00
Savoury Pies, Pastie, Saus Rolls, Sandwich, Sweets and Fruit Platters	$25.00
Main Meal & Sweets	$30.00
Soup, Main Meal & Sweets	$35.00
Delivery fee (over 5km)	$1.50 km

Bus Hire

Description	Per day $
Bus Hire - Self-drive (0-300km)	$150.00
Fee for over 300kms	50c per km

Community transport

Transport	Return Trip Subsidised	Return Trip Non-Subsidised	One Way Subsidised	One Way Non-Subsidised
0 – 5 kms	$10	$20		
6 – 50 kms	$30	$60	$20	$40
51 – 150 kms	$50	$100	$40	$80
151 – 250 km	$70	$140	$50	$100
251 – 450 km	$90	$180	$60	$120
450 - 600 km	$110	$220	$90	$180
600 km + To be advised on application				

*Non-Subsidised rates - CHSP Package Level and NDIS Consumers

CHSP Services Fee Schedule

TBCC Pricing Guideline					
Note - New CHSP terms for Contractor is External Service Provider	CHSP with MAC Code	CHSP no Code	CND	General Public	NDIS requesting invoice
CLASSES					
Non-Tutor	$1.50	$2.20	$3.00		$4.00
Paid Tutor	$6.50	$11.00	$12.00		$15.00
MEALS					
Our Goldies Lunch	$15.00	$20.00	$20.00	$20.00	$23.00
Frozen Meal	$8.00	$12.00	$12.00	$15.00	$20.00
Melbourne Cup Lunch	$15.00	$25.00	$25.00	$25.00	$30.00
Christmas Lunch	$25.00	$30.00	$30.00	$30.00	$35.00
BUS TRIPS					
Social Surprise	$10.00	$15.00	$15.00	$15.00	$20.00
Hydro Pool/Shopping	$5.00	$5.00	$5.00	$5.00	$10.00
Men's Group	$5.00	$5.00	$5.00	$5.00	
HOME MAINTENANCE per Hour					
Contractor Gardener+20%admin	$25.00	$75.00			$90.00
Handy Man+20% admin	$25.00	$75.00			$90.00
DOMESTIC					
Contractor + 20% admin	$25.00	$75.00			$90.00

PROCEDURE

- Client assessment/reassessment (form 19)
- Registration with My Aged Care
- Details of services and contribution rates explained to client by Staff.
- Special funding arrangements to be noted on the Client Assessment Form under office use only.
- Staff to advise Finance Officer of invoicing requirements.
- Finance Officer to mail invoices with payment details and options (direct deposit or cheque)

Date first formulated	January 2026
Dates endorsed by Board	
Next Review Date	December 2027
Related Documents	CPN Manual Part 4 Assessment and Trip Eligibility Complaints Form Client Information Booklet Finance Procedures Delegation of Authority Policy Risk Management Policy TBCC Strategic Plan
Legislation	South Australian Passenger Transport Act 1994 Equal Opportunity Act 1984 Work Health and Safety Act 2012 Children's Protection Act 1993 Aged Care Act 1997 Commonwealth Privacy Act 1988 DHS Critical Client Incidents Policy Aged Care Charter of Rights Aged Care Standards National Principles for Child Safe Organisations Rights of Every Child Know your rights and responsibilities Children's rights and responsibilities flyer Overview of child protection legislation across state and territory jurisdictions, Resource sheet developed by the Australian Institute of Family Studies

Signed on behalf of TBCC Board of Management by:

Name: Judy Bagg

Position held: Chairperson **Signature:** JaBagg

February 2026