

# Government Subsidised Transport

## Policy Protocols

The policy outlines the principles in setting and implementing client contribution with a view to ensuring that those who can afford to contribute to the cost of their care do so whilst protecting those most vulnerable. This fee policy is designed to support the financial sustainability of the services we provide whilst creating fairness and consistency in the way in which both new and existing clients contribute to the cost of their care

It is expected that contributions towards the cost of care will move towards a nationally consistent approach over time. This policy will ensure that those least able to contribute towards the cost of their care are protected.

### Client Contribution Principles

Fees collected for the provision of services incorporates the principles below.

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

**Transparency:** Our policy and information will be in an accessible format and be publicly available, given to, and explained to, all new and existing clients.

**Hardship:** Arrangements will be made for those who are unable to pay the requested contribution.

**Reporting:** We will report the dollar amount collected from client contributions.

**Fairness:** We will take into account the client's capacity to pay and the fee will not exceed the actual cost to deliver the service.

**Sustainability:** Revenue from client contributions will be used to support ongoing service delivery and expand the services providers are currently funded to deliver.