Access Sydney Community Transport
Client Contributions (Fees) Policy

Policy Statement

Access Sydney recognises that client contributions (or fees) make an important contribution to securing the financial sustainability of our services.

Acknowledging the financial vulnerability of clients, Access Sydney ensures client contributions are affordable and fair, consistent in their application, and determined in an open manner that takes account of client feedback.

Access Sydney also recognises that a client's inability to meet their client contribution, because of financial hardship, will not prevent their participation in services.

Policy

1. Setting the level of client contributions

Access Sydney will use the following principles to guide the determination of the rate of client contributions:

Consistency: ensuring that all clients who can afford to contribute to the cost of their services do so.

Fairness: taking account of clients' capacity to pay, including consulting with them on changes to contributions.

Service Sustainability: responding to movements in the consumer price index and other cost pressures to ensure that the level of client contributions sustains services and allows for expansion in response to client needs.

Transparency: presenting information about client contributions in an accessible format, making it publicly available and providing it to current and new clients.

Annual Review: reviewing contributions annually to ensure they continue to meet client and service requirements, while giving clients at least one months' notice of changes.

Program funding: ensuring client contributions reflect program funding and pricing arrangements – for example, some clients are eligible for subsidised services while services for other clients need to be delivered on a full cost recovery basis.

2. Client payment of client contributions

Clients must agree to the payment of client contributions (fees) before commencing services, either through their service agreement, upon commencement, or by agreement with their principal service provider (eg NDIS). Client contribution (fee) schedules are provided to clients upon their commencement.

Clients may pay in advance of services being provided or be invoiced following service delivery, but cash payments are not accepted.

A failure to pay client contributions may lead to termination of services.

3. Financial hardship

A client's incapacity to meet client contributions because of financial hardship does not disqualify them from participating in Access Sydney services.

Clients who are unable to pay client contributions may apply to have their client contribution reduced because of financial hardship.

Application for a reduction of fees

Clients who seek a reduction to their client contribution complete an application form that is available by contacting Access Sydney, or available on the website.

Required evidence

Access Sydney will require evidence of financial hardship to determine any reduction in the client contribution. Evidence may include details of the client's income and expenses, other support the client is receiving and their personal circumstances.

The principles used to determine fee reduction

Access Sydney will determine the level of fee reduction according to the following principles:

- The hardship faced by the client, based on their income and expenses
- The likely duration of hardship.
- The personal circumstances of the client

Communicating decisions

Decisions in response to applications for fee reduction will be provided in writing to clients.

Review of decision

A client may seek a review of a decision on their application for fee reduction.

Related Procedures

- PRO 3.02-2 Client Rights and Responsibilities
- PRO 3.13-1 Client Contributions (Fees)

Relevant Legislation and Standards

Legislation

- Aged Care Act 2024
- Aged Care Rules 2025
- National Disability Insurance Scheme Act 2013

Aged Care Quality Standards (Strengthened)

- Standard 1: The Individual, Outcome 1.4

National Standards for Disability Services

1. Rights
2. Participation & Inclusion
3. Individual Outcomes
4. Feedback and Complaints
5. Service Access