

PURPOSE

This Policy will seek to establish service fees and charges that align to the Commonwealth Home Support Program (CHSP), [CHSP Client Contribution Framework](#), [CHSP Manual](#) and [Schedule 2 of the Community Transport Operators Services Contract](#).

POLICY INTENT

The main objectives of this Policy are to:

1. Reduce barriers to accessing community transport and social support services for clients experiencing disadvantage.
2. Provide a consistent approach to the reduction or waiver of service fees and charges.

WOLLONGONG 2032 OBJECTIVES

Our Wollongong Our Future Community Strategic Plan Goal 6, 'We have affordable and accessible transport.' In particular, 6.8 Community transport options for frail older people, people with disabilities and the transport disadvantaged are actively promoted and available.

POLICY

The CHSP provides limited services to help frail older people maintain their independence and continue living safely at home and in their communities. CHSP clients are required to contribute to the cost of these services, however it is a funding requirement that those who are unable to contribute should not be denied access to services.

When a client requests a reduction or waiver of service fees and charges, the Divisional Manager or delegate is authorised to approve requests for funded community transport and social support services provided by Council.

To be considered for a reduction or waiver of service fees the client, group or organisation must be able to demonstrate that applying a fee or charge for services may impact on the wellbeing of the client.

Applying a reduction or waiver.

- The Community Transport and Social Support - Reduction or Waiver of Service Fees and Charges - Procedure must be followed. In line with the CHSP Client Contribution Framework, the amount of reduction or waiver will be determined on a case-by-case basis based on the client's circumstances.
- Fee waivers or reductions may be one off or for a set period. Details of any changes to fees and charges must be clearly communicated to the client, group or organisation and provided in writing.
- All decisions will include a review date. The maximum period without a review will be 12 months.
- Organisations or groups that are already recipients of CHSP, Community Transport Program or any other grant funding or sponsorship will not be eligible for a fee waiver under this policy.

REVIEW

This Policy will be reviewed every three years from the date of each adoption of the Policy, or more frequently as required. A review could be required in line with updates to the CHSP Manual, Service Contract and/or CHSP Client Framework.

ROLES AND RESPONSIBILITIES

Divisional Manager (or authorised delegate) is responsible for approving requests for reductions or waivers to determine whether the request meets the criteria of this Policy.

Community Support Services Manager is responsible for reviewing requests and submitting to the Divisional Manager (or authorised delegate) for review and ensuring appropriate reporting of reduction or waiver of service fees and charges is undertaken.

Community Support Services Team Leader is responsible for providing advice and ensuring the Policy and Procedure is followed.

Community Transport or Social Support Officer is responsible for initial assessment, documenting and referring requests for reductions or waivers of service fees and charges.

Intake and Referral Officer is responsible for documenting changes on the My Aged Care portal.

RELATED STRATEGIES, POLICIES AND PROCEDURES

- Community Transport and Social Support - Reduction or Waiver of Service Fees and Charges - Procedure.
- Wollongong City Council Fees and Charges

APPROVAL AND REVIEW	
Responsible Division	Community, Culture + Engagement
Date authorised by Council	27 May 2024
Date of previous adoptions	NA
Date of next review	27 May 2027