

1. Purpose

This policy outlines the principles and approach JQ Services applies when determining and managing client fees for home maintenance services delivered under the Commonwealth Home Support Programme (CHSP).

It ensures that services are accessible, equitable, and consistent, while recognising the financial circumstances of clients.

2. Policy Principles

The following principles provide a consistent framework within which JQ Services operates:

1. Access to Services

Inability to pay cannot be used as a basis for refusing a service to people who are assessed as requiring that service.

2. Fair and Equitable Fees

Where fees are to be charged, they will be set in accordance with a scale appropriate to the client's level of income, the amount of service used, and any changes in circumstances or ability to pay.

3. Compensation Payments

JQ Services will charge the full cost of the service where clients are receiving, or have received, compensation payments intended to cover the cost of care.

4. Consistency

Clients with similar levels of income (after considering levels of expenditure) and similar service usage patterns will be charged equivalent fees for equivalent services.

5. Fee Caps for High Needs Clients

Clients with high and/or multiple needs will not be charged more than a specified maximum amount of fees in a given period, irrespective of the amount of services used. However this should be reviewed with My Aged Care as CHSP may not be the appropriate program.

6. Cost Limitations

Fees charged will not exceed the actual cost of service provision. Generally, the fee charged will be all-inclusive and cover all materials used in delivery of the service.

Where there is a significant additional cost for materials utilised in providing a service, a separate fee may be charged. Clients will always be quoted before service is supplied allowing time for the client to review the quote and source alternative quotes if they choose to.

7. Efficient Administration

Fee collection will be administered efficiently, and every effort will be made to minimise administrative costs.

8. Use of Fee Revenue

Revenue collected from fees will be used to enhance and/or expand services to benefit clients.

9. Respect for Privacy

Assessment of a person's capacity to pay fees will be as simple and unobtrusive as possible, with full regard for the individual's privacy.

Any information obtained will be treated as strictly confidential.

10. Right of Appeal

Clients and their advocates have the right to appeal a fee determination if they believe it is unfair or does not reflect their financial circumstances.

3. Financial Hardship

JQ Services recognises that some clients may experience financial hardship that affects their ability to contribute towards the cost of services.

In such cases:

- Clients are encouraged to discuss their situation confidentially with a JQ Services staff member.
- Fees may be reduced, deferred, or waived temporarily depending on the client's circumstances.
- No client will be denied essential home maintenance support solely due to an inability to pay.

4. Review of Policy

This policy will be reviewed every two years or earlier if there are changes in CHSP guidelines, legislation, or organisational procedures.

Document Control

Policy Title	Financial Hardship Policy – Home Maintenance Fee Principles
Approved By	Ka Chan, CEO
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