

# Fee Policy

## 1. Purpose

The purpose of this policy is to establish a fee framework which within all Activ Fees are set and administered, thereby ensuring:

- a) fees are set and indexed in a fair and equitable manner;
- b) a consistent and transparent fee process is in place; and
- c) continuation of viable services

## 2. Definitions

Fee	The price levied for services
Viable Service	A service capable of continuing to be delivered without making a loss
Cost of Everyday Living	General facility and personal care costs. Those costs associated with meeting the basics of daily living i.e. rent, food, utilities, health, clothing and customer travel.
Discretionary/Personal Expenditure	Those costs associated with meeting all other living expenses e.g. entertainment, recreation and domestic costs
Severe Financial Hardship	When readily available funds does not cover reasonable expenditure which includes, but is not limited to: rent, groceries, electricity, minimum loan repayments, school fees & medical costs. Severe financial hardship can only be assessed on an individual basis.

## 3. Scope

This policy applies to:

- all Activ customers
- all Activ staff
- all Activ fees

## 4. Policy Statement

4.1 Activ Foundation is committed to provide services for people living with disability. The Foundation believes that as citizens, people with disabilities are responsible to meet their own costs of everyday living comparable with other members of the community.

In order to continue to be a strong, diversified and sustained provider of high quality services, Activ will charge customers a fee for services with limited or no Government Funding.

4.2 In relation to fees Activ must;

- a) assist customers to be aware of and access, when eligible, pensions and allowances aimed at meeting the costs of everyday living and discretionary/personal expenditure including fees
- b) have a process to consider waiving fees in cases of severe financial hardship
- c) review and index fees in line with pension and allowance increases published by Centrelink half yearly

## 5. Performance Standards

- a) All Activ customers have access to this policy
- b) All Activ staff have access to this policy
- c) Customers should have made available to them a clear and concise fee schedule explaining fees and the obligations of both parties in respect of meeting costs

## 6. Related Policies and Documents

- AQuA 2400 - Fee Procedure Staff
- AQuA 2401 - Fee Schedule
- AQuA 2268 - Cancellation Policy

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Confidential Document

## 7. Consultation Process

- Activ Fee Setting Working Party
- Executive Team

## 8. Implementation Responsibility

- Divisional Finance Manager