



Service Fees Policy



centacare
Care is our calling.

Service Fees Policy

Our approach to fees

Centacare may charge fees (also known as client contributions) for some services. These fees are set in line with relevant government program requirements and support the sustainable delivery of high quality services.

We are committed to ensuring fees are **fair, reasonable and transparent**. When determining what you contribute, we consider your individual circumstances, including your ability to pay, the type and level of services you receive, and any limits set by funding programs. Fees will not exceed the cost of delivering the service or applicable program caps.

Keeping you informed

Before services begin, you will be provided with clear information about any fees. Your contribution will be documented in your **Service Agreement and Schedule of Supports**. Our team will ensure you understand how your fees are calculated and when they are payable.

Our current fees and charges are available on our website at centacare.com/about/policies

Reviewing and adjusting fees

Fees may be reviewed and adjusted:

- annually (generally around 1 July each year) to reflect changes such as inflation
- at other times, where there are changes to service delivery costs or program requirements.

Annual increases are typically based on a recognised indexation method, such as the Consumer Price Index (CPI). In some cases, other adjustments may be required to ensure services remain sustainable.

If your fee changes, we will:

- provide you with advance notice
- explain the reason for the change
- update your Service Agreement, Schedule of Supports or supporting documents where required.

Financial hardship and fee reviews

We understand that circumstances can change. If you are experiencing financial hardship or have concerns about your fees, you can request a review at any time.

We have processes in place to assess your situation and may reduce or waive fees where appropriate. These processes are designed to be respectful, confidential and easy to access. For more information refer to our Financial Hardship Procedure at centacare.com/about/policies

Payment and billing

Invoices will be issued for all applicable fees, and payment arrangements will be clearly outlined in your Service Agreement. We aim to ensure billing is accurate, timely and easy to understand.

If an error occurs, we will investigate promptly and refund any overpaid amounts.



Cancellations and changes to services

We understand that plans can change. If you need to cancel or reschedule a service, we ask that you provide as much notice as possible.

Centacare may charge a fee for late cancellations or missed appointments (no shows) where sufficient notice is not provided. Any applicable fees will be consistent with your Service Agreement and relevant program requirements.

Information about cancellation timeframes and any fees will be explained to you before services begin and included in your Service Agreement.

If you need to cancel or change a service, please contact us as soon as possible on 1300 236 822 so we can support your needs and, where possible, minimise any fees.

Questions, feedback and complaints

If you have any questions about your fees or would like to request a review, please speak with our team:

- Phone: 1300 236 822
- Email: centacaremail@bne.catholic.net.au

You can also provide feedback or make a complaint at any time, and doing so will not affect your access to services.

