

Fees Policy

Policy Statement

Blue Mountains Food Services will ensure that it operates in accordance with the CHSP National Unit Price Ranges and Guide to the National CHSP Client Contribution Framework November 2025, which reinforces fairness, transparency, and consistency in the collection of fees.

Fees for services provided under the National Disability Insurance Standards will be in accordance with the NDIS Price Guide.

This policy will be publicly available to all stakeholders and will be provided to new clients of the organisation (in a format which is relevant to their needs). Revenue from fees will be used to enhance and expand services.

Policy

Fees will be reviewed by Blue Mountains Food Services on an annual basis while considering:

- That the cost of providing the service is covered
- Costs are relevant to the community socio-economic status, and affordable for service users generally
- The organisation can develop and expand to meet the needs of the community
- Ongoing increases each year in resources costs
- The Australian Government recommendations on fee frameworks
- For NDIS participants, fees will be based upon the NDIS Price Guide.

Clients will be asked to contribute to the cost of each service in accordance with these guidelines:

- The client will be advised of the contribution at the time of intake, and given a copy of the fee scale
- If the client agrees to the fee, it will be included in the Care and Services Plan
- Clients undergoing financial hardship may request a meeting with the General Manager to discuss their situation and negotiate a reduction or waiving of the fee (where the service has the financial capacity to do so)
- Clients are asked to advise their General Manager of any change in their circumstances which will affect their ability to contribute
- The full cost of service will be charged if service users are receiving, or have received, compensation payments intended to cover the cost of community services
- Fees do not apply to information, assessment, and review services
- A record of contributions will be maintained and reported to the Australian Government Department of Health and Ageing as per funding requirements. For delivered meals, the cost of the meal (ingredients) is considered the client contribution.

Clients, potential clients, and their advocates may lodge an appeal if they are unhappy with the level or extent of fees charged by:

- Contacting the General Manager and requesting a review of the fees
- The General Manager will respond within seven (7) days to schedule a meeting to discuss the fees
- Staff will advise the client, that they may use an advocate to assist them in their negotiations
- If a service is unable to waive the fee, the reasons why will be explained clearly to the client and/or their advocate.

If the client or their advocate is still not satisfied with the result they may follow Blue Mountains Food Services' complaints process.