Client Contribution Policy

Policy no.	POL 3-7	Version no.	v1.0
Date Approved	17.11.2025	Next review date	17.11.2027

Objectives and scope

Community Wheels Inc. (also referred to as Community Wheels or CWI in this policy document) is dependent upon government funding to provide transport services to clients. This funding is a nominated subsidy depending upon the program. The government expects and encourages service providers such as Community Wheels to also request a contribution from clients to supplement the costs of service provision. Client contribution is the amount of money that a client is requested to contribute towards the costs of transport service.

Policy statement

Clients that have the capacity to pay are requested to pay a contribution for transport, however Community Wheels will not refuse service to a client due to their inability to pay. Any revenue from contributions will be used to enhance and expand the provision of services. Clients must be advised of the different options available to them to pay their contribution, which may change from time to time, including but not limited to:

- Cash or card to drivers
- Pay by invoice, or
- Pre-payment by credit or debit card

Financial hardship

If a client is facing financial hardship or is unable to pay the agreed contribution temporarily due to certain circumstances, they can discuss it with the Client Liaison Coordinator who will present the case to the GM for review. The GM may, after review of the client situation, consider their request for reducing or waiving the contribution for a certain period of time.

Contribution Review & Adjustments

To ensure the continued delivery of high-quality services and to reflect changes in operational costs, client contribution rates are reviewed periodically. Any adjustments to pricing will be communicated to clients in advance, with a minimum notice period of 60 days. We are committed to transparency and fairness, and every effort will be made to keep adjustments reasonable while maintaining the quality and sustainability of our services.

Compliance
The GM is responsible to ensure that all staff members are aware of this policy. Team members will be responsible to ensure that they understand and conform to this policy.

Variations
Community Wheels is committed to continuous improvement and reserves the right to vary, replace or terminate **Client Contribution Policy** from time to time.