



## POLICY - REFUNDS

ID No: FBCNW-16-349

Version: 2.0

Applies to: All Staff

Applicable Standards:

Applicable Legislation: Aged Care Act 1997

Contractual Obligations:

Family Based Care Tasmania (FBC) will issue a refund for client services provided in the following circumstances:

- A client has overpaid their account and has ceased services.
- A client has overpaid their account in error, has ongoing services, and has financial difficulties.
- A client has ceased their Home Care Package and, in accordance with the Aged Care Act 1997, is entitled to a refund on the "Unspent Funds" in the package.

Any other request for refunds are to be directed in writing to the Chief Financial Officer for recommendation to the Chief Executive Officer.

This Policy is to be read in conjunction with FBC Manual – Board Delegations - Section 8: Customer Service.

Authorised by:

Date: 21/08/2023

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President of the Board