



**CommunityCare**  
NORTHUMBERLAND

**SECTION:** Financial **POLICY:** Fees Held in Trust

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### **Policy**

To reduce the number of transactions for clients who regularly use Community Care Northumberland service, the agency will accept and hold fees 'in trust' for services not yet delivered.

### **Procedure**

1. Fees in trust will be accepted to a maximum of \$500 per client and deposited in the appropriate bank account.
2. When fees are received, they will be recorded and identified for the time period and service requested.
3. A record of fees will be issued to the individual making payment for all fees held in trust.
4. Should the client cancel any of the prepaid service prior to delivery and not wish the fee to be returned or held in trust, the fee will become a donation to CCN in the name of the individual making payment or as directed.