

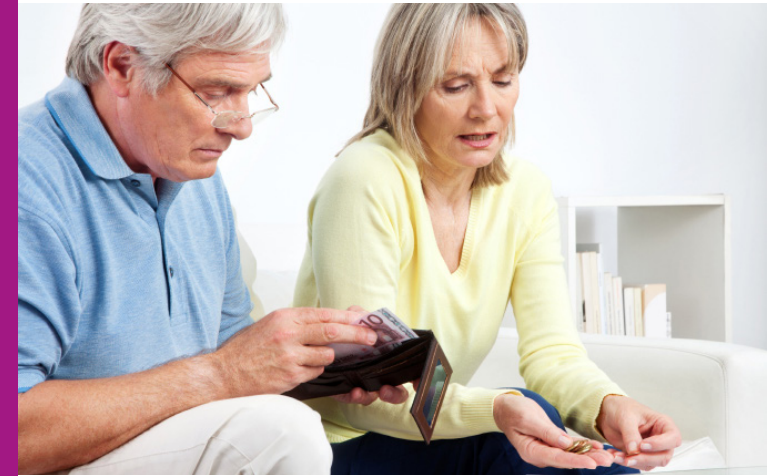
## HOW WE CAN HELP YOU

If you're eligible for our assistance you will:

- be treated sensitively on a case-by-case basis, knowing your circumstances are kept confidential
- receive prompt information about alternative payment arrangements, concessions and other financial assistance programs
- nominate an amount you can afford to pay on an arrangement plan
- choose from various payment methods and receive written confirmation of the agreed payment arrangement within 14 days
- Re-negotiate the amount of your instalment if there is a change in your circumstances
- receive information about free, independent and accredited financial counselling services
- be protected from further debt recovery action as we work together to find a solution
- speak directly with the Association in order to re-negotiate the payment arrangement if a payment is missed or likely to be missed
- Be advised of your right to lodge a complaint with the Association if the affordability issue is not resolved. Further, if you are not satisfied with the way the complaint has been handled they will be provided with information about external dispute resolution forums such as the Tasmanian Ombudsman or Aged Care Quality and Safety Commission.



If you are experiencing difficulty paying your bill please contact us immediately.



### CONTACT US

#### BURNIE

73 - 75 Mount Street  
Burnie 7320

#### DEVONPORT

70 Oldaker Street  
Devonport 7310

#### LAUNCESTON

50B Frankland Street  
Launceston 7250

Tel: (03) 6431 8411

Freecall 1800 684 098

Email: [admin@familybasedcare.org.au](mailto:admin@familybasedcare.org.au)

Website: [www.familybasedcare.com.au](http://www.familybasedcare.com.au)

Need Help Paying  
Your Account?



Family Based Care (FBC) recognises that our clients may experience financial hardship due to changes in circumstances beyond their control.

Our policy is to assist customers during these difficult times.

### FBC Customer Assistance Program

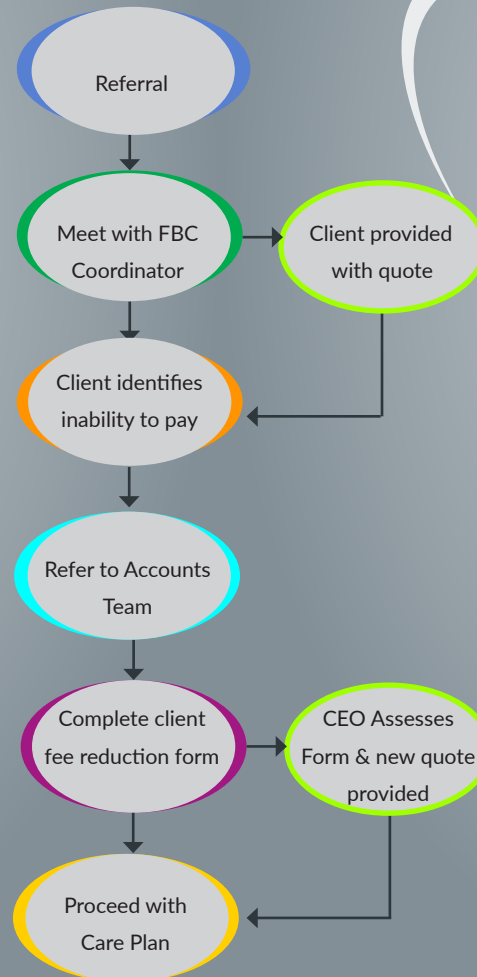
FBC offers a range of assistance methods and programs including:

- Payment options
- Advice on concessions and other government assistance
- A referral service so that clients or consumers may access further help.

FBC employees responsible for dealing with clients in hardship receive ongoing training to ensure they are aware of the options available to clients under the Customer Assistance Program.



### Customer Hardship Process



## PAYMENT OPTIONS

- Flexible payment Options
- Instalment Plans
- Payment Extension
- Fee Reduction
- Deferment
- Waivers

Payment options are subject to the eligibility requirements of FBC's Hardship Policy .

To obtain a full copy of our Hardship Policy visit

[www.familybasedcare.org.au](http://www.familybasedcare.org.au)



*Your Care, Your Way*