



## Rationale

SDN is committed to the effective management of resources. Fee charging structures are carefully considered in order to remain financially viable. To avoid cash flow difficulties, fees need to be collected from families in a timely manner.

## Scope

This policy applies to fees for services/supports provided under the National Disability Insurance Scheme (NDIS).

## Policy

### SDN fees for NDIS services/supports

Fees and charges are set out in the *Agreement of Service* between SDN Child and Family Services and the carer. SDN publishes a schedule of fees for services in line with the prices which can be claimed under NDIS. SDN further reserves the right to charge the carer for some costs over and above the participant's NDIS package for travel costs, cancellations and agreed services outside of the NDIS package.

Where a quote for a service is requested by the National Disability Insurance Agency (NDIA), SDN will develop one based on the actual cost of delivering the service, including organisational on costs.

SDN will seek payment for services in accordance with the relevant source indicated in the *SDN Child & Family Services Agreement of Service* with each family, ie NDIA, Plan Manager, or the individual where they are self-managing their funding package, or the individual where services have been agreed to beyond of the NDIS package (e.g. travel costs over the \$1,000 annual limit, fees for services which have been cancelled late).

SDN will implement any changes to fees set by the NDIA as they occur throughout the year.

### SDN cancellation fees for NDIS

The NDIA policy is that they will not pay for services that are cancelled by families. Therefore to recoup some the associated costs of offering a quality service, cancellation fees will need to be paid for by families as an out of pocket expense to SDN.

The *SDN Child & Family Services Agreement of Service* between SDN and families accessing services through the NDIA defines the circumstances that constitute a cancellation and therefore when a cancellation fee will be charged.

SDN cancellation fees will be detailed in the *SDN Child & Family Services Agreement of Service* and charging cancellation fees will be at the service manager's discretion.

SDN understands the reasons that contribute to cancellations, however, high cancellation rates will pose a significant financial risk for SDN particularly given the quality and number of professional staff employed to support families and that preparation/programming occurs in advance of the sessions of service.

SDN will issue invoices for cancellation fees to families accessing NDIA. The invoices will clearly indicate the payment terms.

To protect families from accruing debt, the following conditions will apply:

- for supports/services provided to individuals - cancellation fees need to be paid in full before the next session can be offered
- for supports provided in groups - where more than two cancellation fees are unpaid service will be suspended until payment of outstanding fees is made.

Either party may terminate their *SDN Child & Family Services Agreement of Service* by providing notice in writing to the other party, with immediate effect, if the other party commits a serious breach of the Agreement.

## Related SDN Documents

### Forms/Templates

- SD-FRM-5.04-01-02: Termination Notice Form
- FIN-FRM-5.04-01-03: Letter to Parent – Warning
- FIN-FRM-5.04-01-04: Letter to Parent – Termination
- FIN-FRM-5.04-01-07: Direct Debit Request Form
- FIN-FRM-5.04-01-08: Payment Plan Form

### Other SDN Document

- SDN Child & Family Services Agreement of Service

## Relevant Legislation/Regulation

- National Disability Insurance Scheme Act 2013

|   |                                 |                               |                |
|---|---------------------------------|-------------------------------|----------------|
| SDN NATIONAL DISABILITY INSURANCE SCHEME FEE CHARGING AND COLLECTION POLICY |                                 | FIN-OP-5.07                   |                |
| Approved by<br>Senior Leadership Team                                       | Approval Date<br>September 2015 | Review Date<br>September 2018 | Page<br>2 of 2 |