

SCOPE

This policy applies to staff and volunteers, all participants and their guardians and representatives who are attending or wish to enrol for services at Onemda.

This policy will provide guidelines for setting, payment and collection of fees which ensures the equitable and non-discriminatory application of fees across all services, and the viability and financial sustainability of Onemda.

RELATED GUIDELINES, POLICIES & PROCEDURES

NDIS Practice Standards and Quality Indicators

RECORDS

Service Agreement – Is an ongoing agreement consisting of Terms and Conditions, Consent and Schedule of Supports (SoS).

Schedule of Support - The schedule of supports (more commonly understood as a quote) forms part of the service agreement and is updated upon any changes in service delivery type, frequency and duration and also when service plans are updated and renewed such as the NDIS plan. The Schedule of Support is collated based on applicable pricing arrangements as set out by funding bodies such as the NDIS

POLICY

Fees and Charges

- Onemda will charge fees that are affordable and sustainable and in line with the Competition and Consumer Act (2010) and various rules and regulations as outlined by relevant funding agencies.
- Fees for NDIS funded services are determined in alignment with NDIS pricing arrangements and guidelines, whilst fees for non NDIS funded services are determined in alignment with the applicable funding agency pricing arrangements and Onemda fee schedule for self funded services

Fees and charges are subject to periodic changes and are published in accordance with applicable funding agency pricing arrangements. Services will commence following receipt of a signed Service Agreement between Onemda and the participant / participant representative.

ONEMDA SERVICES

Group Services

- Onemda provide Group Services using the NDIS Group based program delivery model. Services may entail day programs and individualised supports. Programs will run for a minimum period of 6 hours per day and fees are set for a full day of participation within the group.
- All Groups will incorporate individualised services provided during the day and charged using 1:1 support rate.
- Other services such as the XTEND program will be provided outside of 6 hour group services program and will be charged in accordance with fees outlined in the Schedule of Support.

Therapy

- Therapy Services – Onemda provide therapeutic supports that enrich participants health and wellbeing by building capacity for community participation and improving and maintaining functional ability.
- Fees for both face to face and non-face to face supports are charged as outlined in the Schedule of Support.

Consumables and Low-Cost Assistive Technology

- If these items fall within participant service plans then fees will be charged in accordance with the applicable funding agency pricing arrangements .
- In circumstances where Onemda purchases items on the participant's behalf, that are not funded by the funder agency, the participant (guardian/carer) will be invoiced directly.

CANCELLATIONS

- Fees are charged on cancellations following rules as per current Onemda cancellation rules based on applicable funding agency rules such as the NDIS pricing arrangements .
- The Schedule of Support provide details regarding Onemda's cancellation rules

EARLY DROP OFF / LATE PICK UP

- Early drop-offs and late pickups are charged on an hourly basis - pro rata.

BILLING AND INVOICING

- Billing and invoicing for services are processed fortnightly or as required and in accordance with funding agency requirements.
- NDIS Managed Plans – Billing is through Provider Payment Portal.
- Plan Managed, Self-Managed / Fee for Service – An invoice will be issued to nominated party via email or by other means as agreed.
- Invoices will clearly state service description, service delivery dates, duration and rates in accordance with Schedule of Support.

OUT OF POCKET FEES AND CHARGES

These fees are out of pocket expenses, are reviewed regularly, and consequently are subject to change and are outlined in the Schedule of Supports.

Session Fees

Session fees are out of pocket expenses in relation to attendance of Group Services.

- Calculated daily for days attended and charged at a daily rate and pro rata for any additional hours of attendance.
- Invoiced monthly and emailed to participants and their representatives.
- Preferred method of payment is by Direct Debit arrangement requiring participants to sign up to current Direct Debit arrangement.

Session fees will allow Onemda to provide items including:

- Program Consumables - art, craft & stationery supplies, hygiene supplies, refreshments etc.
- Specialised resources and equipment – covering operating costs of their supply and maintenance.

Activity Fees

Some Onemda programs and activities have an associated cost, such as entrance fees, meals, accredited courses and ad hoc events. This fee is usually charged weekly and invoiced monthly.

Activity fees will be communicated to participants and families through individual timetables.

Fee-for-Service (FFS)

- These services will be agreed upon between Onemda and Participant / authorised representative.
- Services will commence on the agreed date, following signing of the Service Agreement.
- Charges, billing, and invoicing will be in accordance with standard billing practice and as set out in the Service Agreement and the Schedule of Supports.

Overdue Accounts-

In the event accounts are not paid by the due date:

- A statement / overdue notice will be sent, requesting payment within 14 days.
- Contact will be made with the authorised representative (primary carer and/or participant's financial administrator, Plan Manager, Plan Nominee) to understand reasons for delay or non-payment to ensure there is no genuine financial hardship for the participant. Reasons could be Service Plans run out of funds, plan expired and not renewed, financial hardship etc.
- If financial hardship can be established, then alternative methods of payment on a temporary basis may be negotiated.
- Where accounts remain outstanding beyond 90 days and genuine financial hardship cannot be established, finance team will refer the matter to Onemda's Executive for further action.
- Where outstanding accounts remain unpaid provision of services may be paused until payment is made or terminated.

The processes followed in relation to the late payment of accounts are to be documented by the Finance team.