

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 the NDIS plan is updated and renewed. The Schedule of Supports is collated on the basis of the NDIS and Onemda fees applicable at the time of collation and with fees being charged in alignment with any subsequent changes.

POLICY

Fees and Charges

- Onemda will develop a fee schedule that are affordable and sustainable and in line with the Competition and Consumer Act (2010) and various rules and regulations as outlined with our primary funder agencies.
- Fees for NDIS funded services are determined in alignment with NDIS pricing arrangements and guidelines.
- Fees for Non-NDIS funded services (Fee For Service) are determined generally in alignment with NDIS pricing arrangements and guidelines and may differ as detailed in the Schedule of Supports.
- Fees and charges are subject to periodic changes.
- Are published in Onemda website.
- Services will commence following receiving a signed Service Agreement which is made up of the Terms and Conditions and Schedule of Supports, 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 NDIS 1:1 rate.
- Other services such as 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 Supports.
- Fees/ prices for various levels of supports are published on Onemda website.

Therapy and Support Co-ordination

- Therapy Services – Onemda will provide therapeutic supports that will enrich participants health and wellbeing by building capacity for community participation and improving and maintaining functional ability.
- Support Coordination – Onemda will provide Support Coordination services to assist with NDIS plan and navigate the supports available in achieving participants goals.
- Fees for both face to face and non-face to face supports are charged as outlined in the Schedule of Supports.

Consumables and Low-Cost Assistive Technology

- If these items fall within NDIS plan, they will be charged in accordance with NDIS price catalogue.
- When Onemda purchase these items on the participant's behalf which are not funded by NDIS, the participant (guardian/carer) will be invoiced directly.

FEES AND CHARGES

NDIS Funded Services -

- Fees are calculated as a daily rate to cover face-to-face group-based supports and any individualised supports needed to participate in the program.
- Daily rates are calculated based on NDIS rules and guidelines and published price catalogue.
- Are subject to change based on changes to NDIS prices to reflect CPI and other related changes.

CANCELLATIONS

- Fees are charged on cancellations following rules as per current NDIS rules and guidelines and published price catalogue.
- Current Schedule of Supports will provide details and process regarding current cancellations rules followed by Onemda.

LATE PICK UP

- 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 NDIS published guide.
- 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 Supports.

NON NDIS FUNDED FEES AND CHARGES

These fees are not funded by NDIS and are out of pocket expenses. These fees will be reviewed regularly, are subject to change and are outlined in the Schedule of Supports.

Session Fees

Session fees are not funded by NDIS and 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 things like:

- 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.

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

Fee-for-Service (FFS)

- These are non-NDIS funded services and 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 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.