

Onemda's Programs of Support are delivered according to NDIS guidelines. Here we answer some of the most common FAQs about service delivery, pricing and billing.

ABOUT PROGRAMS OF SUPPORT

Since 2021, all Onemda group learning and support services have been operating according to the NDIS Program of Support (POS) model. This model has a strong focus on individuals and outcomes which aligns closely with our learning-based approach.

POS allows us to plan ahead to make sure we have the people and resources we need to deliver our programs. This means you can be sure that programs will go ahead as planned and will be properly resourced. POS also makes it easier for you to see the benefits and outcomes of our programs, and track progress towards your goals.

You can find out more about our Living, Learning & Social Skills; Pathways to Independence & Employment and Enrichment & Wellbeing programs in our program brochures. This document provides answers to the most frequently asked questions about the model itself.

If you can't find an answer to your question, or you'd like more information on how things work, please contact us by phone on 9842 1955 or email services@onemda.com.au

Does Programs of Support apply to me?

Yes. This is set out in your Service Agreement and Schedule of Support, which also include the Terms & Conditions that apply to Programs of Support.

How are participant goals reviewed under Programs of Support?

Each Program of Support is aligned to clearly defined outcomes, which are explained in our program brochures.

You will get regular reports, tailored to the specific outcomes of the program you are accessing. We will report on individual outcomes achieved, so you can make more informed choices about the future.

HOW DOES IT OPERATE?

How long does a Program of Support go for?

Under the Programs of Support model, each year is divided into four terms, each of which goes for no more than 12 weeks. Program dates align with Onemda's yearly calendar.

We also run O-Week – you can find the dates and more information about O-week below.

WHAT ARE THE 2023 TERM DATES?

Term 1:

Tuesday 17 January – Thursday 6 April

Term 2:

Tuesday 11 April – Thursday 29 June

O-Week:

Monday 3 July – Friday 7 July

Term 3:

Monday 3 July – Thursday 28 September

Term 4:

Monday 2 October – Friday 22 December

What is O week?

O-week is short for Onemda Week. It's a chance for program participants to demonstrate their learning and development in a fun, interactive and practical way. Just before each O-week, we'll release a detailed timetable of these creative activities, so you know exactly what's going to happen and when.

What are Onemda's normal program hours?

Onemda Group Services operate between 9am - 3pm weekdays. Xtend extended hours service may be available – please check with your Campus Coordinator. You can find our [yearly calendar here](#).

How many days do I have to attend?

There's no minimum requirement - you can attend on one day or all five days each week, depending on availability of places and capacity in each program. Once you've signed up, your weekly attendance is set for the PoS term, but you can request changes by giving us 14 days' notice.

FEES & INVOICING

How are daily rates calculated?

Your daily rate is calculated to cover any face-to-face group-based support. This includes the cost of staff to run group services programs for six hours a day, plus any extra staff needed to provide individual supports to those who need assistance to participate in the group – things like personal care, learning or behaviour management support, or help with mobility and meals. As everyone is different, this will vary from person to person.

Activity-Based Transport Charge

Your Schedule of Support also includes a charge for activity-based transport. This is to cover the cost of transport to take part in community-based activities.

Early Drop-Off & Late Pick-Up Charge

Onemda is staffed and funded to support participants during program times. If you arrive early, or are picked up late, an additional fee will be charged to cover the cost of the extra staff required to care, support and supervise each person who is on the premises. This charge is based on 1:1 face-to-face care and will be separately identified on your invoice.

What are Session Fees, and what do they cover?

Session fees are 'out-of-pocket' costs so Onemda can provide things like:

- ▶ **Program Consumables** like art, craft & stationery supplies, hygiene supplies and refreshments.

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- ▶ **Specialised resources and equipment** – to cover the cost of their supply and maintenance.

There may be an additional cost, on top of session fees, to cover costs associated with some activities – e.g., incursions, or entry fees to events.

These costs are not covered by the NDIS. Session fees are charged at a daily rate, when you attend all or part of the day's Group Services program. Any extra hours you attend outside the six hours a day program are charged at a pro-rata rate.

Onemda may increase daily session fees if we need to do so to cover the cost of delivering our services.

What about fee increases?

All our service fees are set according to the NDIS Price Guide. The NDIS may increase those fees from time to time.

ABSENTEEISM & CANCELLATION RULES

What if I'm absent?

If you can't attend your session, you need to let us know. Your NDIS Plan will still be charged for days you are absent. When we prepare your quote, we assume you will attend all the days you've committed to. This ensures you have enough NDIS funding to cover your attendance, and we can make sure we have the staff and resources we need to deliver a full service, every week, even on days when not everyone can attend.

What if I am sick?

You should always stay home if you are ill, and only return when symptom-free and well. If you test positive to COVID-19, you should not attend your program for 7 days.

Can I take a holiday?

Holidays are built into the Onemda calendar, with three weeks' break over Christmas and a centre closure mid-year. You can choose to take holidays at other times of the year, but your NDIS plan will continue to be charged while you're away so we can maintain the staffing and resourcing we need for each program.

What are the rules if I cancel my Program of Support?

You can exit your Program of Support any time by giving Onemda 14 days' notice in writing. There will be no charge to your plan after this notice period, as per NDIS Program of Support guidelines.

If you cancel, please note that we can't hold your place, so if you change your mind and want to return, there may not be a place available for you.

Who can I talk to if I need more information?

You are welcome to contact Onemda at any time if you have questions about your program of support, or any pricing or invoicing enquiries. Check the panel below for contact details.

CONTACT US ANY TIME!

P | 9842 1955

E | onemda@onemda.com.au

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