

SCOPE:

This policy relates to all participants and their representatives, and staff of the Onemda Association.

POLICY:

Onemda exercises the right to charge fees to supplement services in line with the Competition and Consumer Act (2010) and various rules and regulations as outlined with our primary funder agencies, as outlined in our Service Agreement.

Signed Service Agreements – made up of the Terms and Conditions and Schedule of Supports - between Onemda and the participant/participant representative will detail participant fee arrangements.

Within the Service Agreement and outlined in the Schedule of Supports, the following fees are applied for participation in Onemda services;

Quarterly Sessions Fees

Each session attended will incur Quarterly Session Fees. Onemda Quarterly Session Fees enable Onemda to provide: Daily Consumables, Program Resources, and Access and utilisation of specialised facilities and equipment.

**Session Fees* are calculated and paid on a quarterly basis and are subject to annual indexation.

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.

Refer to individual Schedule of Supports for further information on how these fees are applied.

Fee-for-Service

In agreed circumstances, Onemda will provide quoted services based on the individual need and goals, in line with Onemda's purpose and within its service scope.

Payment of Fee-for-Service arrangements will be outlined in the Service Agreement and Schedule of Supports.

In circumstances where a participant becomes consistently irregular in their attendance with their scheduled supports, then Onemda will exercise the following procedure;

- If a pattern of non- attendance is in-excess of what is outlined in the Schedule of Supports, then Onemda will arrange a meeting between the participant and or their primary carer to ascertain the nature of the pattern of these non-attendances.

- Both parties are expected to work collaboratively to develop a strategy to minimise these non-attendances for future schedule supports.
- In the event of continual non-attendance or payment of fees, then Onemda will seek a meeting to explain and develop a mutually agreed strategy to address the matter

Fee-for-Service arrangements are paid in advance, prior to rendering services (unless otherwise negotiated with Onemda). Failure to pay in advance may result in cancelation of service.

Overdue Accounts

In the event accounts are not paid by the due date, an overdue notice will be sent, requesting payment within **14** days. Contact will be made with the primary carer and/or participant's financial administrator to ensure there is no genuine financial hardship for the participant. If financial hardship can be established, as determined by the Finance Committee, then alternative methods of payment on a temporary basis, may be negotiated.

Where accounts remain outstanding beyond 30 days and genuine financial hardship cannot be established, the matter will be referred to Onemda's Finance Committee for further action. The Finance team will inform the CEO and Finance Committee whenever this action is required.

Where there is an unwillingness to pay accounts, a meeting will be arranged to discuss the need to review the service provision. Should the person not engage in this process, at the discretion of Onemda Management service provision may be terminated.

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

Related references and links

Onemda Terms and Conditions

Onemda Schedule of Support