

MANAGEMENT OF APPOINTMENTS, CANCELLATION AND COLLECTION OF FEES Policy

1. Policy Statement

Irabina Autism Services (hereafter referred to as Irabina) will give verbal and written information to the participant of what goods and services will be provided and any other conditions associated with the delivery of goods and services such as any charges and/or fees for each good and service provided by Irabina prior to the consumer commencing service(s). This will be known as a written service agreement.

2. Purpose

The purpose of this policy is to:

1. Outline how Irabina will ensure transparency in charges and/or fees for each good and/or service that a consumer uses including payments
2. Outline how Irabina will manage appointments that have been cancelled by either the participant or Irabina and what remediation strategies Irabina will apply
3. Outline how Irabina will manage consecutive non-attendance with no notification.

3. Policy

- 3.1 Irabina will provide participants with a written agreement of any charges and/or fees for each good and service provided by Irabina prior to the participant commencing service. The participant will sign the agreement indicating their consent to the charges and/or fees associated with each good and service, including the cancellation policy.

FEES

- 3.2 Irabina aims to ensure a fair and equitable approach in the management of charges and fees. Specifically,
 - 3.2.1 All participants who use Irabina goods and services will be advised of the charge and fee associated with use and participation
 - 3.2.2 Where relevant, Irabina will conform to the relevant external bodies that may have set a fee schedule for goods and services and will make this fee schedule publicly available. Irabina will ensure fees are not charged in circumstances in which such a charge would be a breach of the conditions of any funding contract or legislation
 - 3.2.3 Where there is no fee schedule, Irabina will charge fees to meet a reasonable level of the costs of the good and service provided to the consumer; fees charged will be calculated on the basis of Irabina's best estimate of the actual cost of service delivery
 - 3.2.4 Fee collection will be administered efficiently by Irabina
 - 3.2.5 Fees to be charged to a participant will be made transparent and all services that have an associated fee will be documented in the participant's service agreement.
- 3.3 Where a participant agrees there was an unforeseen circumstance that resulted in cancellation, no show or late changes, a fee may be charged.

In general, the arrangements of Irabina are:

- 3.3.1 For participants whose primary means of funding is NDIS the NDIS cancellation policy will be applied. This policy states that:

MANAGEMENT OF APPOINTMENTS, CANCELLATION AND COLLECTION OF FEES Policy

“Where a provider has a Short Notice Cancellation (or no show), they can claim 100% of the agreed fee associated with the activity from the participant’s plan, subject to the NDIS Pricing Arrangements and Price Limits and the terms of the service agreement with the participant.”

A cancellation is a short notice cancellation if the participant:

- Does not show up for a scheduled support within a reasonable time, or is not present at the agreed place and within a reasonable time when the provider is travelling to deliver the support; or
- Has given less than seven (7) clear days’ notice for a support”

3.3.2 When 7 days’ notice is not provided, an invoice of 100% of the original fee amount will be issued

3.3.3 Where the Irabina cancels, Irabina will offer another appointment within same week, with the same clinician where possible regardless of payment source. If that clinician is not available, Irabina will offer the participant an appointment in the same week with another clinician, with the participant electing to take up this appointment at their discretion. Should the participant decline this appointment, Irabina will not charge for this cancelled appointment.

3.4 Where a participant fails without notice to keep the scheduled appointment with no notification (a ‘no show’), Irabina will make every effort to contact the participant via phone and in writing. When more than 2 instances of ‘no shows’ occur consecutively Irabina will deem that a service is no longer required. Irabina will write to the participant and formally advise that service will cease for at least 2 months and re-engagement will be negotiated on a case by case basis.

PAYMENTS

3.5 Irabina provides for several payment methods that best suit the family.

They are:

- 3.5.1 NDIS – self managed, agency managed, or intermediary ‘plan’ managed
- 3.5.2 Direct Deposit
- 3.5.3 Direct Debit
- 3.5.4 EFTPOS
- 3.5.5 Cheque
- 3.5.6 Cash
- 3.5.7 Visa/Mastercard

3.6 Irabina will issue a tax invoice for the fee related to the service utilised by the participant at the time of service. Fee payment is required on the day of service.

Exceptions are:

- 3.6.1 when the participant is self-managing their NDIS in which case, they have 7 days to settle their invoice
- 3.6.2 when the participant is intermediary ‘plan’ managed, in which case Irabina will issue the plan manager with an invoice

MANAGEMENT OF APPOINTMENTS, CANCELLATION AND COLLECTION OF FEES Policy

- 3.7 Irabina understands that some participants, from time to time, experience financial hardship. In these circumstances, participants may elect to enter a payment plan with Irabina. The participant should seek to arrange an appointment with the Finance Officer to discuss the payment options that best meet their individual circumstances. When a participant enters a payment plan, an updated agreement will be provided and signed by both Irabina and the participant
- 3.8 Irabina reserves the right to take action to recover debts owing. This can include the engagement of debt collectors. Using a debt collector will be considered a final option after attempts to implement other payment procedures have been offered
- 3.9 Where a participant has a grievance or complaint about payments, cancellations, or attendance, they should seek to make a complaint in accordance with Irabina’s Feedback, Complaints and Comments Policy.

4. Key Responsibilities

Role	Responsibility
Chief Executive Officer (CEO)	Responding to all formal requests for information and managing all complaints submitted in accordance with the Policy.
Executive Management/Managers	Ensure that there is appropriate documentation in place within their departments or programs to ensure compliance with this policy.
Team Leaders/Clinicians/ Employees/ Volunteers	Ensure compliance with the policy during all aspects of service provided to a consumer.

5. Definitions

Term	Meaning
Participant	A person with a disability who meets the access requirements to become a participant in the NDIS
Pricing and payment condition	<p>Providers can charge for supports delivered in accordance with the National Disability Insurance Scheme (NDIS) pricing arrangements and guidelines, after the support has been provided.</p> <p>A claim for payment is to be submitted within a reasonable time (30 days) after the day of providing support.</p> <p>For a self-managing consumer, a provider must clearly set out for the participant costs to be paid, timing of delivery and the payment method. No charges are to be</p>

MANAGEMENT OF APPOINTMENTS, CANCELLATION AND COLLECTION OF FEES Policy

Term	Meaning
	<p>added to the price of the support, including credit card surcharges, or requested from the participant.</p> <p>No fee additional to the agreed price for the support is to be levied upon a participant for reasonable and necessary supports set out in a participant's plan.</p>
NDIS Price List	The National Disability Insurance Agency (NDIA) sets the value for funded supports in participant packages. The NDIS prices include the costs of delivering a support, for example, staff salary, on costs, superannuation, administrative overheads. Most items on the price list are GST exempt. As per the ATO information about GST and NDIS application use Section 38 of the GST Act.
Charge / Fee	<p>Is an amount of money that a consumer pays to cover the costs associated with goods and services, for example footy attire, to participate in the Footy stars program.</p> <p>Or funding received by Irabina to cover the costs associated with the goods and services, for example, staff salary, on costs, superannuation, and administrative overheads.</p>

6. Related Documents

- Enrolment form
- Service Agreement
- Accounts Receivable and Debtors Policy
- Provision of Information for Goods, Services and Fees Policy
- Privacy Policy

7. Related legislation

- Disability Act 2006 (Vic)
- Disability Discrimination Act 1992 (Cth)
- Equal Opportunities Act 2010 (Vic)
- Freedom of Information Act 1982 (Vic)
- Health Records Act 2001 (Vic)
- Information Privacy Act 2000 (Vic)
- Multicultural Victoria Act 2004 (Vic)
- Ombudsman Act 1973 (Vic)

MANAGEMENT OF APPOINTMENTS, CANCELLATION AND COLLECTION OF FEES Policy

Ombudsman Act 1976 (Cth)

Privacy Act 1998 (Cth)

Public Records Act 1973 (Vic)

Sex Discrimination Act 1984 (Cth)

Victorian Civil and Administrative Tribunal Act 1998 (Vic)

Victorian Racial and Religious Tolerance Act 2001 (Vic)