

<b>9.22</b>	<b>FEE POLICY</b>
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<b>Applies to:</b> All Staff, families	<b>Version:</b> 1
<b>Specific responsibility:</b> All Staff	<b>Date approved:</b> 16.2.16
	<b>Next review date:</b> Aug 21

<b>Policy context:</b> This policy relates to	
Standards or other external requirements	
Legislation or other requirements	
Contractual obligations	

**POLICY STATEMENT**

HECIS is committed to providing clear information regarding cancellations of services provided for NDIS and privately funded services.

**PROCEDURES**

Families are required to give notice to HECIS when a NDIA or privately funded support is to be cancelled or changed. The HECIS Agreement of Service between HECIS and families accessing NDIA or privately funded services defines the circumstances that constitute a cancellation and therefore when a cancellation fee will be charged.

Where HECIS cancels a service/support, HECIS will rearrange the missed or cancelled support at another time suitable to both HECIS and the family.

**Cancellation Fees for NDIS and privately funded services**

- The National Disability Insurance Agency (NDIA) policy is that they will not pay for services that are cancelled by families. Therefore to recoup some of the associated costs of offering a quality service, cancellation fees will need to be paid for by families as an out of pocket expense to HECIS.
- The HECIS Agreement of Service between HECIS and families accessing services through the NDIA defines the circumstances that constitute a cancellation and therefore when a cancellation fee will be charged.
- HECIS understands the reasons that contribute to cancellations, however high cancellation rates poses a significant financial risk for HECIS particularly given the quality and number of professional staff employed to support families and that preparation/programming occurs in advance for the sessions of service.
- HECIS will issue invoices for cancellation fees to families accessing NDIA and privately funded services. The invoices will clearly indicate the payment terms.
- Cancellation fees are as follows and do not reflect the full cost of providing the service:

Service/support name	Cancellation fee per occasion (GST Inc)
Individual therapy – 1 educator	\$40 (unable to attend appointment with less than 24 hrs notice)
	\$70 (fail to advise of cancellation or fail to attend appointment)
Joint therapy – 2 educator	\$70 (unable to attend appointment with less than 24 hrs notice)
	\$90 (fail to advise of cancellation or fail to

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	attend appointment)
Transdisciplinary Early Intervention package	\$70 (unable to attend appointment with less than 24 hrs notice) \$90 (fail to advise of cancellation or fail to attend appointment)
Parent education session	\$50

- The cancellation fee for group based supports is higher as replacement individuals are unable to be organised for ad hoc attendance due to the closed nature of the program.
- To protect families from accruing debt, the following conditions will apply:
- For supports/services provided to individuals – cancellation fees need to be paid in full before the next session can be offered
- For supports provided in groups – where more than 2 cancellation fees are unpaid service will be suspended until payment of outstanding fees is made
- Where cancellation fees are not paid with 28 days this will trigger the cessation of the Agreement of Service.

## DOCUMENTATION

Documents related to this policy	
Related policies	
Forms, record keeping or other organisational documents	HECIS Agreement of Service Cancellation of Fees for NDIS and privately funded services <i>extract</i>

Reviewing and approving this policy		
Frequency	Person responsible	Approval
Annually	HECIS Co-Ordinator	Management Committee

Policy review and version tracking			
Review	Date Approved	Approved by	Next Review Due
1	20.2.2017	HECIS CoOrdinator	Aug 2017
2	15.8.17	HECIS CoOrdinator	Aug 2018
3	6.9.18	HECIS CoOrdinator	Aug 2019
4	17.9.19	HECIS CoOrdinator	Aug 2020
5	15.9.20	HECIS CoOrdinator	Aug 2021

## INDEXING

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