

9.22	FEE POLICY
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Applies to: All Staff, families
Specific responsibility: All Staff

Version: 1
Date approved: 16.2.16
Next review date: Jan 2026

Policy context: 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 not charge a fee.

Cancellation Fees for NDIS and privately funded services

- 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 charge for cancellation fees to families accessing NDIA and privately funded services.
- 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

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

HECIS: Fee Policy

Policy review and version tracking			
Review	Date Approved	Approved by	Next Review Due
1	23.1.2023	HECIS CoOrdinator	Jan 2024
2	30.1.24	HECIS CoOrdinator	Jan 2025
3	28.1.25	HECIS CoOrdinator	Jan 2026
4		HECIS CoOrdinator	
5		HECIS CoOrdinator	