



Rationale

SDN is committed to the effective management of resources. SDN fees need to be collected within credit terms from client families after services are delivered to ensure the financial sustainability of the organisation.

Scope

This policy applies to fees for services/supports provided to families who use services provided by SDN’s Children’s Therapies

Policy

SDN fees for NDIS services/supports

The activities SDN charges for are set out in SDN’s *About Your Service Agreement document* and *SDN Child & Family Service Agreement* is between SDN Child and Family Services and the carer. In addition to therapy activities we charge for travel costs, cancellations, phone calls and resources. SDN refers to the NDIS Price guide to set fees, including updates to policies.

SDN will not commence service delivery until SDN Child & Family Service Agreement is signed.

Where NDIA requests a quote for a service, SDN will prepare a quote based on the actual cost of delivering the service.

SDN will seek payment for services in accordance with the relevant source agreed in the *SDN Child & Family Service Agreement* with each family. This may be the NDIA, a third party Plan Manager, or the individual where they are self-managing their funding package or where services have been agreed to beyond the NDIS package.

SDN will seek payment after the parent/carer has signed the service agreement and services/supports are delivered.

SDN reserves the right to take legal action to recover outstanding fees and services /supports may be cancelled or suspended if this policy is not adhered to.

SDN may implement changes to fees, or increases to fees as set by the NDIA, as they occur throughout the year. All client families will be notified in advance via email of any pending fee increases.

SDN cancellation fees for NDIS

SDN reserves the right to charge for cancellation of appointment in line with the NDIA policy on cancellations. Cancellation terms are specified in the about your service agreement document.

The *SDN Child & Family Services Agreement of Service* between SDN and families accessing services through the NDIA defines the circumstances that constitute a cancellation.

SDN understands the reasons that contribute to cancellations, should changes to supports become frequent, either party can request a review of the *SDN Child & Family Services Agreement of Service*. Unreasonable frequency of cancellations or changes to supports may result in the suspension of supports.

Either party may terminate their *SDN Child & Family Services Agreement of Service* by providing notice in writing to the other party, with immediate effect, if the other party commits a serious breach of the Agreement.

Related SDN Documents

Forms/Templates

- SD-FRM-5.04-01-02: Termination Notice Form
- FIN-FRM-5.04-01-03: Letter to Parent – Warning
- FIN-FRM-5.04-01-04: Letter to Parent – Termination
- FIN-FRM-5.04-01-07: Direct Debit Request Form
- FIN-FRM-5.04-01-08: Longer Term Payment Plan Form

Other SDN Document

- SDN Child & Family Services Agreement of Service

Relevant Legislation/Regulation

- National Disability Insurance Scheme Act 2013
- NDIS Code of Conduct for Workers 2018
- The Privacy Act 1988
- National Disability Insurance Scheme Rules and Guidelines. NDIS Price Guide 2020-2021 - <https://www.ndis.gov.au/providers/price-guides-andpricing#ndis-price-guide-2020-21-effective-1-july-2020>
- NDIS Terms of Business for Registered Providers NDIS Quality and Safeguards Framework, 2018
- Australian Charities and Not-for-profits Commission Act 2012

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| SDN FEE CHARGING AND COLLECTION AND FOR SDN CHILDREN'S THERAPIES | | FIN-OP-5.07 | |
| Approved by Senior Leadership Team | Approval Date August 2024 | Review Date August 2024 | Page 2 of 2 |