

## **Fees Policy**

Interchange Outer East (IOE) has historically received funding directly for most of the services we provide. Funding is used to pay for staffing and does not cover the costs of activities, transport, facilities, etc. As participants transition to NDIS, IOE will continue to run some services i.e. School Holiday Program and Youth Group, where basic support is still directly funded externally and provided by IOE. Fees to cover the cost of the activity and/or program will be charged to participants.

Where IOE does not receive funding directly for services, participants will be charged the *full service cost*.

Information about fees is to be presented to participants and families at the time of registration and at the commencement of any new program to ensure they understand what fees will be charged. For families that have identified that the payment of fees may be difficult, the various fee adjustment options can be discussed.

There are four types of fees/costs charged by Interchange Outer East. These are:

### **1. Activity expenses**

Activity expenses are a direct cost to the participant/representative and are not paid for by the NDIS. The activity expenses cover the cost of the individual's participation in an activity including but not limited to food, entry fees and accommodation. Activity expenses also cover staff costs for food and accommodation, etc. where required.

Activity expenses are charged for camps, day activities and specific activities.

### **2. Program costs**

Program costs are specific to Adult Day Service programs at sites, courses and intensives, and are not paid for by the NDIS. These costs vary from person to person and are dependent on the programs the individual chooses to participate in.

Program costs are charged for programs that require equipment or goods to be purchased, programs that incur tuition and or entry fees, intensives, courses and social events.

### **3. Service fees**

Service fees are a contribution towards the cost of running the service. Service fees assist the service to operate and cover expenses such as transport, rent, supplies and other overheads. They are considered part of the revenue for that service.

#### Adult site service fees:

Service fees are charged to all participants using any programs based from one of the

sites. See appendix 1 for the current site service fees. A portion of the fees contribute to each person's programs costs.

Host and specialised care program:

As a condition of a HACC funding and service agreement, IOE is required to charge a fee for these services. Please refer to the HACC fees policy in the appendix for more details.

#### **4. Full Service cost**

Full service cost refers to the cost of support, i.e. support worker hours, mileage, and coordination of activities. A service agreement will be developed that clearly outlines the cost of supports and any associated activity expenses. IOE will cease services if accounts for full service (cost of support) are not settled within the specified timeframe. IOE is a registered NDIS provider and charges according to their pricing stream.

#### **Fee adjustment:**

Interchange Outer East is aware that from time to time participants/families may have an inability to pay a fee (activity expenses, program cost, service fees) as a result of financial hardship. This becomes unfair when the payment of a fee will impact negatively on the health and wellbeing of a participant or family for basic necessities such as food, housing, clothing and health services. In these instances the following process should be followed:

#### **Participant or family notifies IOE of their inability to pay a fee:**

- Discussion to be held with the family to discuss potential options;
  - Payment plan where the fee can be paid off over a set time period
  - Reduction in the amount of the fee
  - Centrelink CentrePay
  - NDIS funding for fee/costs for eligible participants at risk of social isolation
  - Waive the fee fully
- For any agreements made between and a participant or family in regards to a once off agreement, a written confirmation of arrangements will be provided.
- For any agreements made that involve an ongoing arrangement, a written agreement between IOE and the participant/family must be completed. This agreement sets out the terms of the agreement and sets a date for it to be reviewed.

The decision whether to adjust fees or not will not be taken lightly. IOE acknowledges that determining someone's capacity to pay fees may be confronting for families. Discussions around financial capacity will be done so with respect.

Decisions about fee adjustment can be made by Team Leaders, in consultation with other team members, and the General Manager.

#### **Long term non payment:**

In the event that there is no attempt by the person or their family/representative to pay an account, negotiate a payment plan or make a contribution, IOE will not deny access to basic services. If recreational or family services continue to be requested they will be considered a lower priority during the allocation process and in some cases will not have access to specific programs at all. The following restrictions will be implemented:

- Adult day service sites: Participant will only be able to access no or low cost electives.
- Children's Rec/10-13 Rec/Youth Group/Adult Rec: Lower priority for allocations. Only able to access low costs activities.
- Family Support Services: Lower priority for allocations.
- Holidays/overseas trips: Not eligible.

### **HACC Funded Services**

Where a program is funded by HACC capacity to pay or not to pay a fee will not be a determining factor in regards to eligibility, access and priority to services provided by Interchange Outer East.

Appendix 1 – Adult day program service fees

**2018 General Fees**

No. days per week at a site	Monthly Fee	Quarterly Fee	6 monthly Fee	Annual Fee
5 days	\$209.00	\$575.00	\$1150.00	\$2300.00
4 days	\$167.00	\$460.00	\$920.00	\$1840.00
3 days	\$125.00	\$345.00	\$690.00	\$1380.00
2 days	\$84.00	\$230.00	\$460.00	\$920.00
1 day	\$42.00	\$115.00	\$230.00	\$460