



CANCELLATIONS – FEE CHARGING AND FEE COLLECTION POLICY AND PROCEDURE

Policy number		Version	5
Drafted by	Management Team	Approved by MC on	23.11.2021
Responsible person	Management Team	Scheduled review date	AUG 2022

Applies to: All Staff and Clients	
Specific responsibility: Management Team & Management Committee	
Legislation / Standards or other external requirements	National Disability Insurance Scheme Act 2013 National Disability Insurance Scheme Rules and Guidelines 2018 - 2019 NDIS Pricing Arrangements and Pricing Limits, The Support Catalogue and the Addendum – Pricing arrangements NDIS NDIS Terms of Business for Registered Providers NDIS Quality and Safeguards Framework, 2018 NDIS Code of Conduct for Workers 2018 The Privacy Act 1988 Privacy Amendment (Enhancing Privacy Protection) Act 2012 Information Privacy Act 2000 Australian Charities and Not-for-profits Commission Act 2012 Associations Incorporation Act 2009 Associations Incorporation Regulation 2016
Contractual obligations	NDIS Service Registered Service Provider obligations Service Agreement

POLICY STATEMENT

Early Connections – Coffs Coast is committed to –

1. Informing clients of their obligations and rights in relation to cancellations of appointments.
2. The effective management of staffing resources and the organisations financial sustainability.
3. Ensuring fee charging procedures are carefully considered and communicated in order to manage this process.

There are three types of cancellations referred to in this policy –

1. cancellations by centre
2. cancellations by family
3. no shows / short notice cancellations



To ensure the financial sustainability of the Organisation, fees need to be collected from client families when supports are delivered. If a family develops a pattern of cancellations / or no-shows, this may place the Organisation in a position where we are no longer able to offer supports.

There is provision in the [Pricing arrangements | NDIS](#) for charging when participants make short-notice cancellations or are a no-show for scheduled appointments. *“Where a provider has a Short Notice Cancellation (or no show) they are able to claim 100% of the agreed fee associated with the activity from the participant’s plan, subject to this Price Guide and the terms of the service agreement with the participant. “*

The NDIA have advised that providers can charge cancellation fees directly to participants, provided the arrangement is detailed in the Service Agreement between the participant and provider.

SCOPE

This policy applies to fees for services / supports provided under the National Disability Insurance Scheme (NDIS).

- Fees and charges are set out in the *Service Agreement* between *Early Connections – Coffs Coast* and the client family.
- *Early Connections – Coffs Coast* publishes a schedule of fees (*Schedule of Supports* document) for services in line with the prices which can be claimed under NDIS.
- *Early Connections – Coffs Coast* further reserves the right to charge the client family for some costs related to cancellations over and above the participant’s NDIS package, including travel costs.
- Where a quote for a service is requested by the National Disability Insurance Agency (NDIA), *Early Connections – Coffs Coast* will develop one based on the actual cost of delivering the service, including organisational on-costs.
- *Early Connections – Coffs Coast* will seek payment for supports and services in accordance with the relevant source indicated in the *Early Connections – Coffs Coast* Service Agreement with each client family, i.e. NDIA, Plan Manager, or the individual where they are self-managing their funding package, or the individual where services have been agreed to above the funding included in the NDIS package (e.g.: travel fees over travel limits / annual limit / fees for services which have been cancelled late).



- *Early Connections – Coffs Coast* may implement changes to fees, or increases to fees as set by the NDIA, as they occur throughout the year. Early Connections – Coffs Coast will always refer to the new price guide to determine if fees will increase.
- All client families will be notified in advance via email of any pending fee increases. Comments and feedback from families will be requested prior to the increasing of fees.

FEES FOR TRAVEL TO PROVIDE THERAPY SUPPORTS

The [Pricing arrangements | NDIS](#) states that – *providers can only claim from a participant’s plan for travel costs in respect of the delivery of a support item if all of the following conditions are met:*

- *this NDIS Pricing Arrangements and Price Limits indicates that providers can claim for Provider Travel in respect of that support item; and*
- *the proposed charges for the activities comply with this NDIS Pricing Arrangements and Price Limits and*
- *the activities are part of delivering a specific disability support item to that participant; and the support is delivered directly (face-to-face) to the participant; and the provider explains the activities to the participant, including why they represent the best use of the participant’s funds (that is, the provider explains the value of these activities to the participant); and*
- *the provider has the agreement of the participant in advance (that is, the Agreement between the participant and provider should specify the travel costs that can be claimed); and*
- *the provider is required to pay the worker delivering the support for the time they spent travelling as a result of the agreement under which the worker is employed; or the provider is a sole trader and is travelling from their usual place of work to or from the participant, or between participants.*

Provider Travel - Labour Costs (Time)

Where a provider claims for travel time in respect of a support then the maximum amount of travel time that they can claim for the time spent travelling to each participant (for each eligible worker) is 30 minutes in MMM1-3 areas and 60 minutes in MMM4-5 areas. (Note the relevant MMM classification is the classification of the area where the participant is when the support is delivered.)

In addition to the above travel, capacity-building providers who are permitted to claim for provider travel in respect of a support item can also claim for the time spent travelling from the last participant



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to their usual place of work. The maximum amount of travel time that they can claim for the time spent on return travel (for each eligible worker) is 30 minutes in MMM1-3 areas and 60 minutes in MMM4-5 areas. (Note the relevant MMM classification is the classification of the area where the participant is when the support is delivered.)

Where a worker is travelling to provide services to more than one participant in a 'region' then the provider should apportion that travel time (including the return journey where applicable) between the participants, with the agreement of each participant in advance.

Claims for travel in respect of a support must be made separately to the claim for the primary support (the support for which the travel is necessary) using the same line item as the primary support and the "Provider Travel" option in the myplace portal. When claiming for travel in respect of a support, a provider should use the same hourly rate as they have agreed with the participant for the primary support (or a lower hourly rate for the travel if that is what they have agreed with the participant) in calculating the claimable travel cost.

Provider Travel - Non-Labour Costs

If a provider incurs costs, in addition to the cost of a worker's time, when travelling to deliver Face-to-Face supports to a participant (such as road tolls, parking fees and the running costs of the vehicle), they may negotiate with the participant for them to make a reasonable contribution towards these costs. The NDIA considers that the following would be reasonable contributions:

- *up to \$0.85 a kilometre for a vehicle that is not modified for accessibility; and*
- *other forms of transport or associated costs up to the full amount, such as road tolls, parking, public transport fares.*

Claims can only be made for the non-labour costs associated with provider travel in respect of a support where the rules governing provider travel allow a claim for provider travel time to be made.

Claims for the non-labour costs of provider travel in respect of a support must be made separately to the claim for the primary support (the support for which the travel is necessary) and for the travel time associated with the provider travel. The non-labour costs should be claimed against the relevant "Provider Travel - non-labour costs" support item as indicated in this NDIS Pricing Arrangements and Price Limits. " (NDIS Pricing Arrangements and Price Limits 2021-22 Version 1.2 (published 7/09/2021) Page 19)



PROCEDURES –

On enrolment with Early Connections – Coffs Coast a Service Agreement (including a Schedule of Supports) is negotiated and signed by both parties outlining the roles and responsibilities of the service provider and the child’s family. This includes the following statement in regard to cancellations of appointments:

“CHANGES TO SUPPORTS / NO SHOW / CANCELLATIONS”

In the event that either Party needs to make alterations to agreed supports or the manner in which supports are delivered, the party requesting the changes needs to give appropriate notice:

- For minor support changes such as a change to location for appointment, the participant must notify the service prior to 3pm the day before the appointment.
- For major changes such as changes to service delivery a minimum of 2 weeks’ notice is requested,
- For changes to the day and time of scheduled appointments, notice is required by 3pm the day before the appointment,
- Where participants fail to present / cancel appointment (no show / fail to attend / cancel without appropriate notification – being cancellations after 3pm the day before appointment, Early Connections – Coffs Coast will charge a cancellation fee of up to a maximum 100% of that appointment fee within the period of the Service Agreement- as per [Pricing arrangements | NDIS](#)

When EC-CC cancels appointments, alternative supports will be offered where possible in an attempt to minimise disruptions for participants. For example, another member of the child’s team may be offered to take the appointment, or an offer of production of resources/reports etc. may be made in place of the appointment.

Should changes to supports become frequent, either or both parties may request a review of the Service Agreement, with any changes being in writing, signed and dated by both parties. Consistent and unreasonable frequency of cancellations or changes to supports may result in the suspension of supports.

Confirmation of appointments is required AND confirmation of no-attendance is required. Both can be done in the following ways –



- Responding **Yes or No** to SMS reminders (scheduled and sent approx. 8am the day before appointment).
- **NOTE:** Last minute appointments i.e., Appointments that are booked a day before will not receive a text msg confirmation
- **NOTE** – a ‘No’ response must be provided prior to 3pm the day before appointment to avoid a cancellation charge.
- The Early Connections - Coffs Coast Inc. team are contactable between the hours of 8am and 4.00pm. A message can also be left on the answering machine if no-one is available to take your call.
- Email: bookings@earlyconnections-coffscoast.org.au
- Ph: (02) 6652 8080

It is the responsibility of the client family to notify the Early Connections – Coffs Coast team member if the child is unable to attend an appointment. This is applicable for ALL appointment types:

- Home visits
- Preschool / Child Care / School visits
- Early Connections centre-based sessions
- “Tele” Therapy sessions e.g., Skype, FaceTime, phone consultations.
- Scheduled meetings

A record of all cancellations will be made by the Early Connections – Coffs Coast team in the child’s CRM file (Echidna).

Early Connections – Coffs Coast management will use their discretion in determining whether *No-Show appointments* will or will not be charged. For example, in extenuating circumstances it may be determined that this fee should be waived.

Itemised Invoices / Statements will detail the fee charged (at 100% of the usual appointment rate). Where the client family fails to attend, in excess of six hours, the Service Agreement may be discussed, and continuation of service may be renegotiated (or ceased) with the client family. See “Suspension of Supports” statement in Service Agreement.



All disputes in relation to charges for Short Notice Cancellation appointments are to be directed to the Program Manager and will be promptly responded to. The “Managing Complaints” process will be adhered to where applicable.

NOTE: Whilst the price guide allows billable cancellations for cancellations made within a 2-day time frame, our organisation understands the complexities of family life and are committed to maintaining our previous agreement of charging only for cancellations after 3pm the day prior to appointments.

FEE COLLECTION –

- Early Connections - Coffs Coast will seek payment for services and supports provided at each appointment after the parent/carer has signed a Service Agreement and a Schedule of Supports.
- All client families will receive a tax invoice for supports and services delivered via email. Tax invoices will be emailed weekly.
- All tax invoices must be paid within 3 - 5 working days.
- All payment should be made by EFT as described on the Tax Invoice.
- If payment is not received within 5 days of the date of the tax invoice, the client family will receive a reminder email / letter requesting payment is received within 3 working days.
- If payment is still not received, a Letter of Demand will be sent to the client family. At this time suspension or cancellation of the Service Agreement may be considered.
- Early Connections – Coffs Coast reserves the right to take legal action to recover outstanding fees. All services and supports from Early Connections – Coffs Coast may be cancelled or suspended if this policy is not adhered to.
- All accounts that are unpaid will be forwarded to the NDIS for further action.

DOCUMENTATION

Documents related to this policy		
Related policies	<ul style="list-style-type: none"> - Complaints Handling Policy and Procedure - Case Management – Service Plan Policy 	
Forms, record keeping or other organisational documents	<ul style="list-style-type: none"> - Service Agreement signed by both parties - Signed quote outlining agreed services and cost. (Schedule of Supports) 	
Reviewing and approving this policy		
Frequency	Person responsible	Approval
Annually	Manager and Management Committee	Management Committee



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Policy review and version tracking			
Review	Date Approved	Approved by	Next Review Due
1	April 2018	Management Committee	June 2019
2	15 th July 2019	Management Committee	July 2020
3	15.06.2020	Management Committee	June 2021
4	23.11.2021	Management Committee	Nov 2021

Management Committee:

Signed:

Name: Ian Braine
Date: 23.11.2021