

Policy Name		Policy Number	
Fees and Spending Money		3.14	
Manual Section		Version	
Participants and Programs		4	
Date Endorsed: August 1998		Date Reviewed: August 2023	

## Policy:

- 1.1 Sharing Places Inc (SPI) invoices are issued on a monthly basis for all fees.
- 1.2 The fee schedule is reviewed annually and amended as appropriate.

## Procedure:

### **2.0 Collection of Fees**

- 2.1 All fees are charged in accordance with our fee schedule and the NDIS Price Guide, as appropriate and invoices are issued in arrears for the previous month. Participants may be invoiced for one or more of the following fees, as applicable:
  - Service fees - this fee applies to participants who purchase support hours.
  - Home Transport fees - this fee applies to participants who utilise the SPI home transport service.
  - Activity Transport fees – this fee applies to participants who utilise transport to participate in activities.
  - NDIS supports – these are invoiced/claimed in accordance with the NDIS Price Guide, NDIS Terms of Business and the Sharing Places Service Agreement.
  - Activity costs – these are the direct costs associated with participating in activities.
  - Reimbursement for participant expenses for money advanced to a participant by Sharing Places such as spending money or miscellaneous purchases.
- 2.2 Payment of fees is required within 14 days of issuing of invoice and any enquiries regarding an invoice are to be directed to the Finance Officer.

- 2.3 Payment of fees can be accepted via electronic funds transfer (which is the preferred method), cheque, or cash (only accepted in person at the reception office in Building 3 of the Pearce Community Centre).
- 2.4 Participants experiencing financial difficulty are encouraged to contact the Chief Executive Officer as soon as possible.
- 2.5 Failure to pay accounts may result in a reduction in activity options for the participant and possibly reduced access to the service.

### **3.0 Overdue Fees**

- 3.1 Terms are 14 days invoices and are considered overdue on day 15. If payment is not received during this period a second invoice will be issued.
- 3.2 If payment is still not received after a reminder invoice is sent,, the participant's family/carer/financial manager will be contacted by phone and in writing to ascertain the reason for non-payment of the account and to negotiate a payment plan.
- 3.4 The Chief Executive Officer decides on the plan of action to be taken to recover the debt. This may include the contracting of a Debt Collection Agency.
- 3.5 The Debt Collection Agency, if engaged, sends out a letter of demand, requesting a response within 14 days or they will initiate action which may lead to the issue of a summons. If there is no response within the requested period the Agency contacts Sharing Places management before taking any further action.
- 3.6 Options available to Sharing Places would include:
  - a representative from the debt collection agency would meet with the participant's financial manager and discuss payment arrangements,
  - the issuing of a summons,
  - if impropriety is suspected, advising the Community Advocate of the situation.

### **4.0 Spending Money for Participants**

- 4.1 Most participants use spending money every week, for activities, such as shopping, morning or afternoon tea and special events.

- 4.2 Spending money is available to the participant in the following ways (please note that a maximum of \$300 is to be kept with the Finance Officer at any time):
- brought in by the participant on a daily basis for the day's expenditure;
  - sent in larger amounts eg \$30 to the Finance Officer for distribution on request or as needed;
  - through prior arrangements a participant is given an advance from petty cash and invoiced for the amount on the monthly account.
- 4.3 Any spending money received by Sharing Places is to be entered into the Support Team's Spending Money Ledger. Similarly, any spending money that is spent by the participant during their activities is to be entered into the Support Team's Spending Money Ledger and receipts provided to the participant. The Spending Money Ledgers are to be balanced daily.
- 4.4 Alternatively, participants may choose to handle their own spending money and in these cases, the Spending Money Ledger will not be used for that individual.
- 4.5 Sharing Places will take all reasonable care but will not accept any responsibility for individual participant's spending money.

### Responsibility:

Chief Executive Officer  
Senior Manager – Business and Finance  
Senior Manager – Participants and Programs  
Manager – Human Resources  
Finance Officer  
All Staff

### Related Policies:

- Rights and Responsibilities
- Access and Privacy