

## Fees

### Policy Statement

Burke and Beyond is committed to providing services and facilities of the highest quality. In order to achieve this, fair and reasonable fees are collected.

### Objective

This policy outlines the guiding principles for establishing a fees structure that is transparent, fair and accessible for all participants while maintaining the sustainability of our services.

### Scope

This policy applies to Burke and Beyond participants and their representatives.

### Principles

Burke and Beyond charge fees in line with the National Disability Insurance Agency (NDIA) guidelines. Service Agreements will clearly outline this information for participants and their representatives.

### Fee Structure

**NDIS Schedule of Supports:** A detailed fee schedule outlining the costs associated with each NDIS funded service is quoted and agreed to in a Service Agreement between Burke and Beyond and the participant or their representative.

These costs are determined by the NDIS Pricing Arrangement and Price Limits (PAPL) and include, but are not limited to: Group Supports, 1:1 support, School Leavers Employment Support (SLES), Outreach and Social activities, Centre Capital Costs, Transport fees, Establishment fees and Non-Face-To-Face fees.

### Additional Expenses:

These costs are not covered by the NDIS so are an out-of-pocket expense paid by the participant.

1. **Activities Costs** - Activity costs are determined based on the participant's chosen timetabled activities. These fees are communicated clearly to participants and are subject to change where changes are made to timetabled activities. Examples include entrance fees, accredited courses, event tickets, meals and other purchases. Where possible participants are supported to manage their own money. Where participants require assistance to pay for activities, these charges are billed by the term in advance based upon the timetable.
2. **Program Resources Fee** – This is an out-of-pocket contribution calculated per day of attendance, which is billed monthly and sent directly to families and/or representatives.

This fee contributes to the cost of resources provided for participants during their attendance, such as equipment, technology, internet, program-related subscriptions, site special events, activity-related stationery, art and craft supplies, pantry staples, sunscreen, and other items. These necessary expenses are not covered by the NDIS and directly contribute to the quality of the programs and activities we provide.

### Fee for Service Arrangements (Private Pay)

For those without NDIS funding a fee for service arrangements may be negotiated. In these cases fees are invoiced weekly and must be paid within 7 days. If fees are not received within the agreed terms, services will be suspended until payments are current.



### **NDIS Plan Review or changes to NDIS plans:**

Any changes in a participant's NDIS plan that affect funding allocations or support requirements should be promptly communicated.

It is the participant's or representative's responsibility to ensure the participant has sufficient funds to cover the amounts agreed to in the Service Agreement.

If a participant continues to attend services at Burke and Beyond and funding is not available in the participant's NDIS Plan, the participant/nominee will be responsible for these charges.

### **Overdue Accounts:**

In the event accounts are not paid by the due date:

- an overdue notice will be sent requesting payment within 7 days
- where an account remains outstanding beyond 14 days, a second overdue notice is sent
- if the account remains unpaid at 21 days a telephone call is made and contact documented.
- if the account has not been paid at 30 days, the matter will be referred to the GMSD to determine further action and follow up, and a report provided to the CEO
- Where there is an unwillingness to pay accounts, a meeting will be arranged to discuss the need to review service provision. Should the person and their representative not engage in this process, service provision may be terminated at the discretion of the CEO.

### **Financial Hardship (Activity Fees or Daily Attendance Fees)**

Written applications for fee relief due to financial hardship will be considered and should include the following:

1. **Reason for Fee Waiver:** Clearly state the reason for requesting a fee waiver, detailing the financial hardship circumstances
2. **Provision of Supporting Documentation:** Relevant documentation that supports the claim of financial hardship
3. **Other Relevant Information:** Any additional supporting information, such as medical bills, unemployment benefits, or letters from social workers or financial advisors

Applications will be reviewed by the CEO, General Manager, and a Board member. Applicants will be informed of the outcome within 21 days of submission.

### **Compliance and Review:**

Our fees policy adheres to all relevant NDIS guidelines. We are committed to maintaining compliance. This policy will be reviewed periodically to ensure its effectiveness and alignment with NDIS regulations and participant needs and is publicly available on the Website.

**Note:** *This fees policy is subject to change, and participants will be notified of any updates accordingly.*

### **Indexing:**

Policy review and version tracking			
Review	Date Approved	Approved by	Next Review Due
1	16/03/2026	Lisa Sawatzky	2029