



Policy Individual Fees and Charges

Endorsed by: CEO

Document Owner: Business

Section 1: Preamble

The fees and charges for service provided by Goulburn Options will be explained to all new participants and their families, including providing a copy of the Service Agreement and Schedule of Supports prior to the commencement of service provision.

Section 2: Policy Statement

A quote for service provision at Goulburn Options will be created and explained to the participant or authorised representative. The Agreement must be signed by both parties prior to the commencement of service.

The fees and charges for each participant at Goulburn Options is determined by which service/s they access. Any applicable fees and charges will be included in quote for service. Fee & Charges are determined and reviewed annually as part of Goulburn Options Budget Planning Policy.

Out of Pocket expenses (i.e., things that are not included as part of a Participant's funding) are the responsibility of the Participant/Caregiver and are not included in the cost of the supports. Examples may include; entrance fees, event tickets, meals or materials/activity costs, daily supplies fee, and transport within programs.

Transport required by participants to travel to and from Day Programs may be included in the participants funding source. If it is not included, this will be agreed upon prior to commencement of service and will form part of the Service Agreement stating the cost will be the responsibility of the participant and/or their caregiver.

Payment methods will be identified and established for each participant. Goulburn Options will submit invoices for services rendered. In some cases, invoices will be directed to participants themselves and in other cases the fee will be paid to Goulburn Options by a third party such as the NDIA or a financial intermediary. Out of pocket expenses will be invoiced directly to the participant or their authorised representative.

The management of payments, cancellations, price increases, reviews, withdrawal, termination, and disputes will be outlined in the Service Agreement.

Participants may set up a nominated amount paid fortnightly from Centrelink directly to Goulburn Options to cover such out-of-pocket fees.

If for some reason fees cannot be paid, the participant or caregiver is required to contact the Management to discuss and negotiate ways for this to be resolved. Goulburn Options will require the following in writing for the consideration of Financial Hardship:

- Nature

- The Timeframe
- The capacity for part payment

Applications for Financial hardship are considered on a case-by-case basis and requires Goulburn Options Board approval. If payment is not resolved Goulburn Options may suspend service.

Section 3: Roles

Role	Responsibilities and Accountabilities
Board	• Approves the annual review of fees and charges as part of Goulburn Options' Budget Planning. • Reviews and approves financial hardship applications on a case-by-case basis.
Executive Management	• Ensures service agreements and quotes are created and explained to participants or their representatives. • Manages payment disputes, cancellations, and reviews as outlined in the Service Agreement.
Team Leaders	• Ensure participants and caregivers understand the fees and charges applicable to the services they are accessing. • Communicate any necessary updates about fees, transport costs, or out-of-pocket expenses to participants.
Administration	• Generate and send invoices for services, including out-of-pocket expenses. • Set up and manage payment methods and liaise with third-party payment providers like NDIA or financial intermediaries.
Workforce (<i>DSW, Students, Volunteers</i>)	• Inform participants about service-related costs and out-of-pocket expenses. • Ensure transport costs and other service-related fees are communicated to participants and caregivers where applicable.

Section 4: Related Documentation

Document Name	Document Type
Service Agreement	Contract
Schedule of Supports	Schedule
Service Access	Policy
Individual Planning and Outcomes	Policy
Participant Intake and Onboarding	Procedure

Section 5: Definitions

Term	Definition
Out-of-Pocket Expenses	Costs incurred by participants that are not covered by funding, such as entrance fees, meals, and transport within programs.

Date of Last Review:	March 2025	Date of Next Review:	March 2027
-----------------------------	------------	-----------------------------	------------