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| **ACCOUNTABLE:** | **CEO** |
| **RESPONSIBLE:** | *CEO, CFO and Client Services Manager* |
| **NEXT REVIEW DATE:** | *December 2020* |

***Our vision:*** *For all people with intellectual disability to live the life they choose.*

***Our mission:*** *We value the inherent worth of every individual.*

*We create opportunities for adults with intellectual disabilities to explore and grow.*

*We build inclusive community connections.*

1. **STATEMENT**

Bayley House provides support services to adults living with intellectual disabilities, enabling them to live rich and meaningful lives.

Care and consideration is taken when setting all Bayley House fees, the fees are designed to be affordable within the disability support pension and supplements.

1. **SCOPE**

This policy is applicable to all stakeholders of Bayley House who will be billed for services provided by the organisation.

1. **DEFINITIONS**

***Accommodation Service*** - are those services which provide support on a 24-hour basis.

***Accommodation Service Fees*** *-* charges billed for permanent accommodation provided in Bayley House residential homes, including rent, utilities and meals.

***Billing Portal*** - secure portal where invoices can be viewed, queries and paid.

***Client*** - term used in reference to service users. The terms client/participant are interchangeable.

***Community, Leisure and Recreation*** - are those activities and opportunities to facilitate continual learning, enhanced independence, enjoyment and inclusion in our wider community, outside of day service.

***Community, Leisure and Recreation Fees*** - charges billed for provision of expenses incurred whilst accessing the community outside of day service that are not funded by the NDIS.

***Day Service*** - are those activities and opportunities to facilitate continual learning, enhanced independence, enjoyment and inclusion in our wider community.

***Day Service Fees*** - charges billed for services provided at Bayley House campuses.

***Financial Records*** - includes bank statements, tax returns and/or financial statements, showing annual income and expenditure, pay slip or Centrelink benefit or other relevant information.

***NDIS Funded Supports*** - client supports that are funded by the NDIS as per the current gazetted price guide.

***Transport Service*** - are those services which provide door to door transport.

***Transport Service Fees*** - charges billed for transporting clients to & from their residence to Bayley House campuses.

***Participant*** - term used in reference to service users. The terms client/participant are interchangeable.

***Payment Terms*** - the number of days from the date an invoice is issued until payment is due.

***Representative*** - a person who is responsible for the client’s affairs.

***Short Term Accommodation*** - are those services which provide temporary daily and overnight accommodation and support.

***Tax Invoice*** - the document required under GST legislation, A New Tax System (Goods and Services Tax) Act 1999.

1. **RESPONSIBILITIES**

The CEO, GM Finance and Client Service Manager are responsible for the implementation and adherence to this policy.

In addition, General Managers are responsible for the implementation of this policy within their sphere of control. All staff and volunteers are responsible for adhering to this policy.

The Finance Committee will review any non-NDIS fees and recommend to the Board of Bayley House, who will review and ratify the fees.

1. **PROCEDURE**

## TERMS OF TRADE

### Payment Terms

Bayley House payment terms are 14 days from date of invoice.

### Invoicing

Tax Invoices are to be produced and sent to client representative and/or businesses. These are:

Accommodation Fees: Every 14 days, in advance of service provision.

Commercial: As and when the service is provided.

Community, Leisure & Recreation Fees: Every 14 days, after service provision.

Day Service Fees: Every 14 days, after service provision.

NDIS Funded Supports: Every 14 days, after service provision.

Short Term Accommodation Fees: Every 14 days, after service provision.

Transport Fees: Every 14 days, after service provision.

Clients may request to pay their account in advance of the 14-day invoice cycle. In these instances, a full receipt will be issued for the payment and invoices will continue to be raised to ensure income is allocated to the correct period.

### Correspondence

Clients and businesses correspondence are emailed to the email address supplied. If no email address is supplied a copy will be posted, Client Services will peruse clients on a regular basis to provide an email address.

### Payment Options

Bayley House’s preferred method of payment is via our Billing Portal. All client’s representatives have access to our Billing Portal where they can view, manage and pay their invoices.

Bayley House does not accept American Express.

### Credit Note/Invoice Write Offs

A credit note/write off request form must be completed and authorised by the relevant manager responsible for the budget area prior to Client Services raising the credit note on the financial system. A copy of this form is available in the Quality Management System [here](file:///C:/Users/tdando/Brighton%20%26%20District%20Helping%20Hand%20Association/All%20Staff%20-%20QMS/Forms/8%20F%260/F%26O-813=Credit%20Note%20Write%20Off%20Request%20Form.pdf).

Credit notes are visible on our Billing Portal, they are not automatically email out, a copy can be requested.

### Ending/Changing a Contract

As per Bayley House Service Agreement terms and conditions.

### Overdue Accounts

If the account is more than 60 days’ overdue, Bayley House has the right to engage a debt collection agency.

Prior to engaging a debt collection agency, reminder letter will be issued at the following periods:

7 days’ after due date: Friendly reminder

21 days’ after due date: Second reminder

45 days’ after due date: Final reminder

60 days’ after due date: Intention to engage collection agent

1. days’ after due date: File handed to collection agent

### 5.1.8 Inability or Difficulty in Making Payment

No individual will be refused service on the basis that they are unable to pay their fees on a temporary basis. Where such a circumstance arises, refer clause 8.12.2. The onus is on a client’s representative to contact Bayley House to discuss the need to be considered under the hardship process.

### Management of Bad Debts

The Client Services Manager can write off bad debts in accordance with the credit note/write off request form. These will be reported at Bayley House Leadership Team meetings and Finance Sub-Committee meetings.

## CLIENT FINANCIAL CAPACITY AND HARDSHIP

The Board of Bayley House is committed to facilitating a fair and equitable way of assessing any fee adjustments due to financial constraint or incapacity to pay.

It is recognised that the personal financial circumstances of clients can change due to several circumstances and the client’s representative must be prepared, in the strictest confidence, to demonstrate a client’s need for financial assistance through financial records and personal representation.

An annual review will be sort by management to reassess the financial capacity.

### Claims for Consideration of Hardship

It is the client’s representative responsibility to contact Client Services to arrange a discussion surrounding their financial position. It is a requirement that all relevant financial information is brought to this appointment.

### Consideration of Claims

The CFO and/or the Client Services Manager will review the client’s financial position in the strictest of confidence and will be completely honest and impartial in their dealings.

The client’s representative and Management will agree to a discounted fee that is within the capacity of the client to pay and signatures the bottom of the notes taken will show both parties agreement.

A copy will be provided to the client’s representative and the original together with the financial information obtained and notes taken during the meeting will be retained, in a secure location, by Bayley House.

### Security and Filing of Documents

All papers will be retained in a sealed envelope, initialled by all parties and locked in a secure cabinet not available to any other staff member.

### Review of Agreement

A review will be conducted after twelve months, where the relevant financial information should again be produced, otherwise fees will revert to the full amount.

## SETTING AND REVIEWING CLIENT FEES

### Increase to Fees

Bayley House will conduct an annual fee review. Client’s representative will be provided with information at intake. It is a requirement of the Disability Services Act (2006) that 30 days’ notice of any non-NDIS fee increase is provided, except for rent which is 60 days’ notice. All increases to fees will be advised in writing.

Increases to NDIS funded supports are dictated by the NDIS. Refer to the NDIS website for the current price guide.

### Accommodation Service

The Accommodation Service fee comprises two components:

* Rental component:

1. 100% of rental assistance, and
2. 25% of disability pension including all supplements.

* Utilities and meal component

This is based on the actual costs of providing utilities, food and general household consumables.

Fee increases are timed for the end of a financial year and calculated on the March indexed disability pension rates.

Pension increases occur in the months of March and September each year and fees will be adjusted from 1st August, every year, in line with the increase in the pension.

### Day Service

The Day Service fee comprises expenses not covered by NDIS funding, such as third-party entry fees and supplies for various activities.

Day Service fees will be reviewed as part of the yearly budget process.

### Transport Service

The Transport Service fee is calculated based on the actual cost of the service and invoiced according to the [Transport Zones](https://www.bayleyhouse.org.au/wp-content/uploads/2019/08/Map-of-BH-Transport-zones-July-2019.pdf).

### Pro-Rata Clients

Clients who attend on a part time basis will pay according to the days attended, refer to fee schedule published on our [website](https://www.bayleyhouse.org.au/what-we-do/our-publications/).

### Price and Fee List

A list of Bayley House determined fees are available and published on our [website](https://www.bayleyhouse.org.au/what-we-do/our-publications/).

### NDIS Funded Supports

Bayley House require a client’s representative to sign a service agreement before any supports can be provided. A schedule of supports detailing anticipated service delivery will be provided with the service agreement. It is the responsibility of the client’s representative to ensure there is enough funding in the NDIS package to pay for the listed supports. A revised schedule of supports will be provided if there is a permanent agreed change to supports delivered or at the beginning of a new NDIS plan.

1. **RELATED DOCUMENTS**

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| **Policies:** |  |
| [**Forms**](https://bayleyhouse.sharepoint.com/sites/GroupAllStaff/Shared%20Documents/SMT/Documents%20for%20Review/company%20shared%20documents/Quality%20Management%20System%20-%20Policies%20Procedures%20Resources/Forms)**:** | F&0-808= Application for Credit Terms (Includes Terms & Conditions) |
| [**References:**](https://bayleyhouse.sharepoint.com/sites/GroupAllStaff/Shared%20Documents/SMT/Documents%20for%20Review/company%20shared%20documents/Quality%20Management%20System%20-%20Policies%20Procedures%20Resources/References) | A New Tax System (Goods and Services Tax) Act 1999. |

1. **STANDARDS / LEGISLATION**

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| ***NDIS Practice Standards and Quality Indicators***   * + *Provider Governance and Operational Management*   ***NDIS Code of Conduct*** |

###### DOCUMENT HISTORY

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| **Client and Customer Invoicing and Terms of Trade** | |
| Version | V2 |
| Approved by | Finance Committee |
| Effective Date | 01.12.2020 |