



Policy Name:	Fee Policy	Policy Number:	FCO-004
Date Approved:	28 th November 2017	Approved By:	Board of Management
Date Issued:	1 December 2017	Review Date:	May 2018
Version 1.9	This version of the policy was approved 28 th November 2017 and replaces the version approved 27 June 2017.		

1. Aim

Firstchance is committed to the provision of a fair and consistent fee structure for the parents of children receiving support from Firstchance and where relevant, staff and community members.

The purpose of this policy is to clarify the differences between Program Fees, Membership Fees and Resource Fees.

The supporting systems and procedures will ensure that there are guidelines and consistency around how we administer fees.

2. Scope

This policy applies to parents/caregivers supported by Firstchance, staff and community members who access Firstchance services, wish to become members of Firstchance and/or wish to access the Firstchance Library. This policy also applies to administration and finance staff who are responsible for the administration of fees.

3. Policy

3.1 Membership Fee

- 3.1.1 Membership fees apply to those who wish to become members of Firstchance
- 3.1.2 A membership fee is due and payable at the beginning of each calendar year. This is part of the Firstchance Constitution
- 3.1.3 The fee is levied on a family or individual who wishes to have voting rights at the Annual General Meeting of the Firstchance organisation.
- 3.1.4 The annual fee is \$10 (includes GST)
- 3.1.5 All families and individuals are invited to belong to Firstchance as a member. Membership is not compulsory
- 3.1.6 All Firstchance Board members are required to be paid members of Firstchance
- 3.1.7 For administration staff, this policy is to be read in conjunction with the Membership Procedures which supports the implementation of this policy

3.2 Resource Fee

- 3.2.1 The Resource Fee applies to those who wish to access the Firstchance library
- 3.2.2 The Resource Fee is a fee levied to a family or individual who wishes to gain access to the items mentioned in 3.2.1
- 3.2.3 The Resource Fee is \$10 (including GST) and is due and payable at the beginning of each calendar year
- 3.2.4 For administration staff, this policy is to be read in conjunction with the Resource Fee Procedures which supports the implementation of this policy

3.3 Program Fees

3.3.1 Fees for ADHC funded services

No fees apply to those families who receive ADHC funded services.

3.3.2 Fees for services/supports provided under National Disability Insurance Scheme (NDIS)

3.3.2.1 Firstchance will charge fees no greater than those set in the NDIS Price Guide.

3.3.2.2 Firstchance will charge \$160 per hour for therapy and “Improved Daily Skills” supports and associated travel.

3.3.2.3 Where a quote for a service is requested by NDIA, Firstchance will develop one based on the actual cost of delivering the service, including organisational on costs.

3.3.2.4 Firstchance will seek payment for services in accordance with the relevant source indicated in the Firstchance Agreement of Service with each family ie NDIA, Plan Manager or the individual where they are self-managing their funding package.

3.3.2.5 Fees will be transparently outlined in the ‘Part C’ of the Firstchance Agreement of Service for each family. Families choosing to accept the fees set out for the services they wish to purchase will sign the Part C to confirm their decision.

3.3.3 Cancellation fees

3.3.3.1 The National Disability Insurance Scheme (NDIA) policy is that they will pay for 2 therapy/early childhood services per annum that are cancelled by a family.

3.3.3.2 A cancellation is where a family was unable to keep their scheduled appointment and did not notify Firstchance within 24hrs of the scheduled appointment (refer to definition for further details).

3.3.3.3 Firstchance does not charge an out of pocket cancellation fee to families.

3.3.3 Firstchance Private Speech Pathology service and FaHCSIA program fees

Fees for the Firstchance Private Speech Pathology service and FaHCSIA program are:

Firstchance Clinic	Home/Community Visit (minimum 1 hour)
<p><u>Assessment:</u> This amount can vary according to the type and length of Assessment charged at \$160.00 per hour. Assessments are between 2- 6 hours</p> <p><u>Therapy sessions:</u> 1/2 hour therapy session = \$80.00 (plus 15mins prep)</p> <p>1 hour therapy session= \$160.00 (plus 15mins prep)</p>	<p><u>Assessment:</u> This amount can vary according to the type and length of Assessment charged at \$160.00 per hour Assessments are between 2- 6 hours</p> <p><u>Therapy sessions:</u> 1 hour therapy session= \$160.00 (plus travel & 15mins prep)</p>

Firstchance Clinic	Home/Community Visit (minimum 1 hour)
This pricing will increase to keep in line with CPI.	This pricing will increase to keep in line with CPI.

3.5.2 No fee increases will apply to FaHCSIA funded families that Firstchance currently supports as at November 2016 while they wait to transition to NDIA funded supports.

3.3.4 Fees for school holiday/special program activities

Fees will vary depending on the duration of the activity, the number of staff involved, whether any sponsorship funding has been secured or third parties are involved.

All families will be advised prior to enrolment about any fees payable for a Firstchance program. Payment of fees is required with enrolment, prior to the activity commencing.

3.5 Hire of Firstchance Conference Room

3.5.1 Minimum rates for hire of the Firstchance Conference Room are set at:

- \$230 per day (GST inclusive)
- \$165 per half day (GST inclusive)

3.5.2 These rates are inclusive of access to IT resources including guest wi-fi. All other inclusions and exclusions will be outlined in a brochure which will be made available to interested parties.

3.5.3 Hirers can also request a quote for a 'corporate planned package' where administration and support during the hiring period is included. Such quotes will be calculated to ensure that all costs to Firstchance are covered.

3.6 Review of fees

3.6.1 All Firstchance fees will be reviewed by the Board in May and November of each year. Families will be advised in advance of any increase in fees.

3.6.2 Firstchance will implement any changes to fees set by NDIA as they occur throughout the year.

3.7 Advocacy/legal advice/independent support

Firstchance welcomes the inclusion of support for families which is external to the organisation, to assist families in their interactions with Firstchance. Assistance may be provided by a friend, family member, translator, advocate or anyone else who is acceptable to the family/ person. Where necessary, Firstchance will offer assistance to a family by making a referral to an advocacy service with the consent of the family.

4 References

Disability Service Standard

1 & 3

Firstchance Constitution (available on the Firstchance website – www.firstchance.org.au)

5 Persons Responsible

All employees are responsible for:

- Understanding the difference between the different fees
- Referring families to the appropriate staff to assist with any fee enquiries

Administration staff are responsible for:

- Maintaining an accurate Membership List

Managers are responsible for:

- Providing the Board of Management with this policy for approval and/or amendment
- Ensuring this policy is upheld
- Preparing reports as requested by the Board in relation to fees and/or membership lists
- Ensuring an accurate Membership List is available at the Annual General Meeting

Board of Management are responsible for:

- Approval of this policy
- Being aware of the services that Firstchance provides including the different fees payable
- Ensuring that the Constitution's scope of membership is being upheld
- Reviewing and determining the fees twice per annum

6 Definitions

Board of Management - the governing body of Firstchance, comprised of elected or appointed members who jointly oversee the activities and legal responsibilities of the organisation

Cancellation- family unable to keep scheduled appointment and did not notify Firstchance within 24hrs of the scheduled appointment, including where a child/young person was sick. This includes where a community visit was to take place at an early childhood education and care service, visit to shopping centre/park/home etc and/or where the child/young person was scheduled to attend a Firstchance service location.

Family – refers to the parents/caregivers of the children or young people that are clients of the organisation

Firstchance – all Firstchance Incorporated services and programs

Manager – refers to the General Manager or Program Manager, whichever is relevant in the context of the situation

Supervisor – refers to all senior staff who are responsible for supervising one or more staff members

Visitor – any person who is visiting Firstchance who is not a worker or a family being supported by Firstchance

Worker – refers to employees and volunteers of the organisation

Document review history

Date	Section	Change
March 2012	3.7.4	Fee reduction changed to include rate for single and 2 parent families.
November 2012	3.3 3.3.3 3.7.12	Changes to fees for 2013. Change from Report Writing fee to first week of program fees to be paid upon enrolment. Clause added to clarify fee reduction approval timeframe.
August 2013	4	Addition of NQF & Disability Standards references
November 2013	3.3.1, 3.4 3.8.3, 3.9 3.10.2	Additions to reflect introduction of the National Disability Insurance Scheme and Firstchance Private Speech Pathology and FaHCSIA funded programs.

Date	Section	Change
February 2014	3.9.5 6	Reduction of cancellation fee for the Transdisciplinary Package to make consistent with Joint therapy costs. Inclusion of definition for cancellation.
March 2014	3.12	Additional section added to include Advocacy.
April 2014	4	Addition of reference to Disability Service Standards
November 2015	3.2.1 & 3.2.2	Removal as School Age Program has ceased.
	3.3, 3.7, 3.10.5, 3.10.6 & 5	Removal of reference to Teen Time and ECIP centre based programs as these have ceased.
	3.5.1	Update of Speech Pathology fees
	3.10.7	Replacement of exclusion strategies with rescheduling strategy. Re-numbered to be 3.10.4, and clause numbers changed thereafter.
February 2016	3.11	Insertion of new clause 3.11 – Hire of Firstchance Conference Room. Renumbering of previous 3.11 & 3.12 to follow.
	4	Removal of reference to NQS, EYLF and National Regulations as Firstchance is no longer a licenced service
November 2016	3.3.1, 3.3.10, 3.7	Insertion of reference to Port Stephens as programs which attract fees in Newcastle and Lake Macquarie are no longer ADHC funded.
	3.3.3	Removal of enrolment fee as no longer applicable. Subsequent clauses re-numbered.
	3.5.1	Change of fees to be consistent with those set by NDIA
	3.5.2	Addition of clause to protect existing families
	3.9.6, 3.9.7	Change of Family Worker to Key Worker
	3.10	Removal of cancellation fee information as no longer applied.
	3.11	Update of Conference Room hire fees
March 2017	3.3	Delete all sub-clauses. Update to reflect no fees payable
	3.7 & 3.8 & 3.9	Delete clauses as fees reduction no longer applicable. Renumber following clauses
	5	Delete fee related responsibilities from administration staff
June 2017	3.3.3	New clause re cancellation fees. Re-number following clause
	3.3.4	Firstchance Private Speech Pathology service and FaHCSIA program fees reduced in line with NDIA charges.
	3.6	Addition of May as a time when the Fee Policy will be reviewed.
	5	Updated to increase review of policy to twice per annum
November 2017	1	Remove sentence in relation to financial hardship as there are no longer 'out of pocket' fees charged.
	3.3.2	Additional detail added regarding fees charged by Firstchance for NDIA funded supports and the role of the "Part C" in reflecting these costs.