

SERVICE & ACTIVITIES FEES

POLICY

Riverlink Interchange Incorporated (Riverlink) will invoice all participants receiving support or their fund manager. The cost of the service is determined by the NDIS pricing schedule. Additional costs by each participant not covered by the NDIS for items such as food, entry, etc. will be charged to the participant directly.

PROCEDURES

All financial information obtained by Riverlink will be treated as private and confidential. Please also refer to the Privacy, Dignity & Confidentiality policy (Ref: 2.14).

At intake, the Service Coordinator will give participants and carers an indicative cost of the services to be provided by Riverlink. This will be confirmed in the Support Service Agreement between the participant and Riverlink. Please also see the Support Service Agreement policy (Ref: 2.16).

As the NDIA determines the cost of each service which is outlined in the NDIA Pricing Guidelines support costs will not be negotiated. Support costs are generally set per hour and will be invoiced monthly.

In-Home services by the hour

Support costs are set per hour and will be invoiced monthly. The charge is calculated from the NDIA Pricing Guidelines and agreed in the Support Service Agreement. Invoices are sent at the end of each month for shifts confirmed during the week.

Activity-based Programs:

Activities (e.g. camps, weekend activities, special outings) have set costings based on the NDIA Pricing Guidelines. Each activity however will have additional charges to the participant based on the entry, food, etc. charges of the activity. Choice forms indicate these additional costs to participants in advance. Acceptance of the program indicates acceptance of these charges. Most charges are to be paid on the day of the activity. Camp costs are invoiced to the participant or their fund manager.

Related Policies:

- 2.05 Service Access
- 2.14 Privacy, Dignity and Confidentiality
- 2.16 Support Service Agreement

Relevant Standards:

- NSW Disability Service Standards:
 - Standard 1; Rights Service Access
 - Standard 5; Service Access
 - Standard 6; Service Management
- National Standards for Disability Services 2013:
 - Standard 1; Rights Service Access
 - Standard 5; Service Access
 - Standard 6; Service Management
- Children's Standards in Action:
 - Standard 1; Service Access
 - Standard 4; Privacy, Dignity and Confidentiality
 - Standard 8; Service Management

Related documents with reference to:

- NDIA Pricing Guidelines

Legislation:

- Disability Services Act 1993(NSW)
- The Privacy and Personal Information Protection Act 1998 (NSW)



Ray Palmer
Executive Officer

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