



(Policy No: 3.14)

Fees and Spending Money

Client Management

Policy:

- 1.1 Sharing Places Inc (SPI) invoices are issued on a monthly basis for transport fees, client fees and brokerage fees. The fees are reviewed by the Management Committee annually and kept in line with the CPI and expenditure of the activity budget.

Procedure:

2.1 Collection of Fees

- 2.1.1 All fees are charged on a daily or weekly rate and invoices are issued in arrears for the previous month. Participants may be invoiced for one or more of the following fees, as applicable:
 - Client fees - this fee applies to participants who receive funded service hours and is the difference between the cost of service and funding received.
 - Transport fees - this fee applies to participants who are eligible for and utilise the SPI transport service.
 - Brokerage fees – this fee applies to participants who purchase service hours through a brokering agency.
 - Reimbursement for participant expenses such as spending money or miscellaneous purchases.
- 2.1.2 For brokered participants, the contract requires that the individual access the service for a minimum of 47 weeks per year.
- 2.1.3 Payment of fees is required within 14 days of issuing of invoice and any enquiries regarding an invoice are to be directed to the Finance Officer.
- 2.1.4 Monies payable will not be accepted if sent in via a participant. Monies must be posted or brought into the Office by a parent/carer/financial manager.

- 2.1.5 Participants experiencing financial difficulty are encouraged to contact the Executive Director as soon as possible.
- 2.1.6 Failure to pay accounts may result in a reduction in activity options for the participant and possibly reduced access to the service.

2.2 Overdue Fees

- 2.2.1 Fees are considered to be overdue 14 days after a second invoice has been issued and no payment has been received.
- 2.2.2 When an invoice is overdue, the participant's family/carer/financial manager is contacted by phone and in writing to ascertain the reason for non-payment of the account.
- 2.2.3 The participant's family/carer/financial manager is encouraged to write to the Management Committee if the participant's financial circumstances require special consideration.
- 2.2.4 The Executive Director decides on the plan of action to be taken to recover the debt. This may include the contracting of a Debt Collection Agency.
- 2.2.5 The Debt Collection Agency, if engaged, sends out a letter of demand, requesting a response within 14 days or they will initiate action which may lead to the issue of a summons. If there is no response within the requested period the Agency contacts Sharing Places management before taking any further action.
- 2.2.6 Options available to Sharing Places would include:
 - a representative from the debt collection agency would meet with the participant's financial manager and discuss payment arrangements,
 - the issuing of a summons,
 - if impropriety is suspected, advising the Community Advocate of the situation.

2.3 Spending Money for Participants

- 2.3.1 Most participants use spending money every week, for some programs, such as shopping, morning or afternoon tea and special events.
- 2.3.2 Spending money is available to the participant in the following ways:
 - brought in by the participant on a daily basis for the day's expenditure;

- sent in larger amounts eg \$30 to the Finance Officer for distribution on request or as needed;
- through prior arrangements a participant is given an advance from petty cash and invoiced for the amount on the monthly account.

2.3.3 Spending money that is sent in daily cannot be monitored and is therefore the responsibility of the participant and/or their parent/ carer/financial manager. Sharing Places will take all reasonable care but will not accept any responsibility for individual participant’s spending money.

Responsibility:

Executive Director
 Director – Service Operations
 Business Manager
 Human Resources Manager
 Participants and Programs Manager
 Finance Officer
 All Staff

Related Policies:

- Rights and Responsibilities
- Access and Privacy

Date Endorsed: May 2010	Review Date: (Should be reviewed within 3 to 5 years of endorsement)	Approval Signature:
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