



# JUMBUNNA COMMUNITY PRESCHOOL AND EARLY INTERVENTION CENTRE INC.

## QUALITY AREA 7: LEADERSHIP AND SERVICE MANAGEMENT

### FEES: Attachment 1

**Date Approved: 6/6/12**

#### **Sources**

- Child Care Service Handbook 2011–2012 DEEWR

#### **Statutory Legislation & Considerations**

- A New Tax System (Family Assistance) (Administration) Act 1999
- A New Tax System (Family Assistance) Act 1999
- Children (Education and Care Services National Law Application) Act 2010
- Education and Care Services National Regulations 2011
- NDIS Code of Conduct
- NDIS Quality and Safeguards Commission
- Children (Education and Care Services) Supplementary Provisions Regulation 2019
- Children (Education and Care Services) Supplementary Provisions Act 2011
  
- Links to National Quality Standard: 7.3
- Education and Care Services National Regulations 2011: 168 (n) 172

#### **Introduction**

Jumbunna is a registered provider under the National Disability Insurance Scheme. Under this Scheme Jumbunna will provide supports for participants and then be reimbursed through their Plan.

All families will enter into a Service Agreement which will set out what responsibilities and obligations, both Jumbunna and the family have toward each other. This Agreement will outline the supports to be provided and their costs.

#### **Cancellations**

Where a participant/parent fails to cancel a scheduled arrangement for services by 3pm the day before a scheduled service, participants will be charged in line with the current NDIS Price Guidelines. Jumbunna will work with you to identify opportunities to negotiate rescheduling supports before any cancellation fee is charged, where relevant.

Individual Supports cancellation:

Where a participant/parent fails to cancel a scheduled arrangement for services by 3pm the day before a scheduled service, participants will be charged in line with the current NDIS Price Guidelines. Jumbunna will work with you to identify opportunities to negotiate rescheduling supports before any cancellation fee is charged, where relevant.

Group Supports cancellation:

Where a participant/parent fails to cancel a scheduled arrangement for services by 3pm the day before a scheduled service, participants will be charged in line with the current NDIS Price Guidelines. Jumbunna will work with you to identify opportunities to negotiate rescheduling supports before any cancellation fee is charged, where relevant.

This is because of the work the staff have done to plan and prepare in advance for the group, and because your place cannot be offered to someone else for a short term.

## Inclusion Supports:

Where a participant/parent fails to cancel a scheduled arrangement for services by 3pm the day before a scheduled service, participants will be charged in line with the current NDIS Price Guidelines. Jumbunna will work with you to identify opportunities to negotiate rescheduling supports before any cancellation fee is charged, where relevant.

This is because of the work the staff have done to plan and prepare in advance for the Inclusion group, and because your place cannot be offered to someone else for a short term.

If Jumbunna cancel a Support, payment will not be required.

## Failure to Pay Invoices

If a participant is self-managed and fails to pay an invoice within the due time; 7 days after receiving the invoice, future services will be ceased until payment has been made.

## Travel

A participant accessing the service outside the Centre will be required to pay travel. Travel will be costed as per the NDIA Price Costing. If there is more than one participant, travel cost is shared and participants will receive a discount. Participants will be charged the full amount if they are the sole participant on the day.

