



AA2	Accessible and Affordable Services	Service Fees Policy and Procedures
-----	------------------------------------	------------------------------------

What this policy aims to do	Make sure people who use MASS services understand clearly what fees they will pay and what services they can use at no cost
Who this policy applies to	People who use any MASS service and all staff
Who is responsible for carrying out this policy	Managers responsible for service delivery
What words used in this policy mean	<p>A <i>'service fee'</i> is a monetary charge for a service that has been provided by an organisation</p> <p><i>'Income'</i> is money received on a regular basis from wages, social security or allowances</p> <p><i>'Residential statement'</i> means mandatory information (fees, charges, hours of support) for people receiving accommodation services</p>
Legislation this policy is based on	<p>National Disability Service Standards</p> <p>Victorian Human Services Standards</p>
Other relevant policies	<p>HS10 Financial Support</p> <p>A1 Client Rights and Responsibilities</p> <p>HS9 Guardians and Administrators</p>

Version	Date	Author/Editor	Approved by	Notes
1.0	26/8/2016	Peter Lane		
1.1	31/5/2018	D Stephenson		Update format
1.2	20/5/2020	N Seymour	S. Reeves	Included Undue Financial Hardship Guidelines

1.3	14/01/2022	N Seymour	S Reeves	Change Director to CEO, annual review
-----	------------	-----------	----------	---------------------------------------

Service Fees Policy

Broadly, MASS believes that people with disability and their families should accept the same responsibility as other people in the community to contribute to meeting the costs of services they use.

Where fees are set by government regulations (such as NDIS), MASS will not charge any more than the maximum set for the service.

Where MASS sets fees without regulation (such as school fees), we will be mindful of the fact that many people with disability have limited incomes and that families with a child or young person with autism may face a range of additional costs and will consider individual capacity to pay. MASS will apply *Undue Financial Hardship Guidelines* (see Attachment 1) to assess if people say they cannot pay fees.

The fees MASS charge will be fair, transparent and consistent across services. MASS will provide details of fee structures to all people who use MASS services in a format they can understand.

Fees will normally be invoiced fortnightly, with payment expected within 14 days, unless other arrangements have been agreed. Most services are GST-free, and MASS will give clear information if GST is required to be paid for any service.

