

Nightlife Disability Services ABN 45 529 705 877

SD07 Client Billing Policy



1. Introduction

Nightlife Disability Service (Nightlife) is committed to ensuring that fair and transparent rules are applied to all billing transactions and ensuring value for money, high quality of services are maintained. As a grassroots organisation, Nightlife’s vision was to deliver a service that was flexible to people’s needs, provided an alternative to group care and made the cost of supports to live independently affordable.

Nightlife will have protocols in place to minimise unreasonable costs to its service users, in the delivery of support services.

The providers of funds will primarily be people with NDIS funded plans, but funds can also be provided via a direct payment, or from other sources such as DSOA, My Aged Care, Carer Gateway and private fee-paying individuals. Nightlife will ensure:

- billing for NDIS service users and other fee for service users, is conducted consistently
- that billing practice is in line with NDIS guidelines, Nightlife financial practice guidelines, and is conducted in a manner that is accountable and fair to service users.
- service users are provided with a schedule of fees and information about service costs as part of forming a service agreement with us.
- we will communicate any changes in our billing policy and seek opportunities for feedback
- we will advocate to fund providers about issues arising for service users and families as a result of pricing changes or changes to billing rules.
- We will have a hardship policy and avenues for complaints and concerns to be raised.
- We will provide clear, transparent and regular accounts of amounts billed and what services were provided.

Scope: This Policy applies to the provision of all services and supports at Nightlife. All NDIS services are based upon service users, being billed for services in accordance with their NDIS plan.

2. Definitions

Billable: services which may be billed in accordance with service agreement requirements and funding policy.

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Non-billable: service costs which are incurred in the delivery of services which may not be on-charged to the service user in accordance with service agreement requirements and funding policy.

Fund provider: A fund provider may be an individual or an organisation who has developed a service agreement with Nightlife for the purpose of service delivery of a range of supports at an agreed price and set of business rules.

Service bookings: A service booking constitutes an agreement that is made to purchase a Nightlife support service for an agreed period or length of time where a worker is to be rostered and paid.

3 General

3.1 Relevant Legislation, Regulations, Rules and Guidelines

The policy is supported by our broader suite of Nightlife policies and procedures as per our policy register.

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