

Fee and Payment Policy

Introduction

Beanies Family Support Pty Ltd, based in Huon Valley, Tasmania, is committed to providing high-quality services to children, young people, and their families. Our services include Child and Young Person Advocacy, NDIS Application Support, NDIS Support Coordination, Youth Coaching, Early Intervention Support, Early Childhood Service Consulting, Counseling, and Community Event Support. This Fee and Payment Policy outlines our standards for service delivery to ensure consistency, transparency, and quality.

Purpose

The purpose of this policy is to:

- Define the standards for setting and collecting fees for services.
- Ensure transparency and fairness in our fee structures and payment processes.
- Outline the responsibilities of clients and Beanies Family Support Pty Ltd staff regarding fee payments.
- Establish procedures for invoicing, payment collection, and handling of overdue accounts.

Scope

This policy applies to all services provided by Beanies Family Support Pty Ltd and to all clients, staff, volunteers, and contractors involved in the service delivery and financial processes.

Fee Structure

1. Setting Fees

Fees for services provided by Beanies Family Support Pty Ltd are set based on:

- The cost of delivering the service, including staff time, resources, and administrative expenses.
- Industry standards and benchmarks for similar services.
- The financial sustainability of the organisation.
- Consideration of the financial capacity of our clients to ensure services remain accessible.

2. Transparency

All fees are clearly communicated to clients prior to the commencement of services.

Information about fees is provided in:

- Service agreements and contracts.
- Our website and promotional materials.
- Direct communications during consultations and intake processes.

3. Discounts and Concessions

Beanies Family Support Pty Ltd may offer discounts or concessions to clients based on:

- Financial hardship or special circumstances.
- Eligibility for subsidies or grants.
- Long-term engagement or loyalty to our services.

4. Fee Reviews

Fees are reviewed annually to ensure they remain fair, competitive, and reflective of the cost of service delivery. Any changes to the fee structure are communicated to clients with sufficient notice.

Payment Process

1. Invoicing

- Invoices are issued to clients on a regular basis, either monthly or as per the service agreement.
- Invoices include a clear breakdown of services provided, the total amount due, and the payment due date.
- Invoices are sent via email or mail, depending on the client's preference.

2. Payment Methods

Clients can make payments using various methods, including:

- Direct bank transfer.
- Credit or debit card payments.
- Cheque or money order.
- Online payment portals (if available).

3. Payment Terms

- Payments are due within 14 days of the invoice date, unless otherwise specified in the service agreement.
- Clients are encouraged to contact us if they have any difficulties meeting payment deadlines to discuss possible arrangements.

4. Overdue Accounts

- If payment is not received by the due date, a reminder notice will be sent to the client.
- If payment remains outstanding after 30 days, additional follow-up will occur, which may include phone calls or letters.
- Beanies Family Support Pty Ltd reserves the right to suspend services if payment is not received within 60 days, subject to discussion with the client.
- Persistent non-payment may result in referral to a debt collection agency, where additional fees may apply.

Responsibilities

1. Client Responsibilities

Clients are responsible for:

- Understanding and agreeing to the fee structure prior to commencing services.
- Promptly paying invoices by the due date.
- Informing Beanies Family Support Pty Ltd of any financial difficulties that may affect their ability to make payments.
- Discussing any concerns or disputes about fees or payments with us as soon as they arise.

2. Beanies Family Support Pty Ltd Responsibilities

Beanies Family Support Pty Ltd is responsible for:

- Clearly communicating the fee structure and any changes to clients.
- Issuing accurate and timely invoices.
- Providing flexible payment options where possible.
- Addressing any client concerns or disputes regarding fees and payments in a timely and respectful manner.
- Maintaining accurate financial records and ensuring all financial transactions are conducted securely.

Implementation and Review

This Fee and Payment Policy will be reviewed annually or as required by changes in legislation or organisational needs. The Board of Directors and senior management are responsible for ensuring the policy is effectively implemented and adhered to by all staff.

Conclusion

Beanies Family Support Pty Ltd is committed to maintaining the highest standards of financial management and service delivery. By adhering to the principles and procedures outlined in this Fee and Payment Policy, we aim to ensure transparency, fairness, and sustainability in our financial practices, enabling us to continue providing high-quality services to our clients and supporting the wellbeing of the community in Huon Valley.