



Fee, payment and cancellation Policy and Procedure

Clear expectations for fees, invoicing, cancellations, and continuity of services

1. Purpose

1.1. Policy Objective

- 1.1.1. Beanies Family Support is committed to providing high-quality, sustainable services to children, young people, and their families. This policy sets out how fees, payments, cancellations, travel, and participant-specific non-face-to-face supports are managed so that services remain fair, transparent, and aligned with applicable NDIS pricing rules and service agreements.

2. Scope

2.1. Who This Policy Applies To

- 2.1.1. This policy applies to all Beanies Family Support clients, including NDIS participants and privately funded clients, as well as staff, contractors, and administrators involved in arranging, delivering, billing, or managing services.

3. Policy Details

3.1. Fee Disclosure and Review

- 3.1.1. Service fees are disclosed to clients before services commence, usually through a Service Agreement, Schedule of Supports, or other written fee information. Fees are reviewed periodically, including annually where applicable.

3.2. Invoicing and Payment Terms

- 3.2.1. Invoices are issued on a regular basis and are payable within 7 days unless otherwise agreed in writing.

3.3. Overdue Accounts

- 3.3.1. If an account remains unpaid for 60 days, Beanies Family Support may pause or suspend services until the outstanding balance is addressed or a payment arrangement has been agreed. Wherever possible, Beanies will communicate with the client first to work toward a reasonable solution.

3.4. Cancellations

- 3.4.1. Beanies Family Support includes cancellation arrangements in Service Agreements and applies them in line with the relevant funding rules and the type of support being delivered.
- 3.4.2. Where more than the required notice period is provided, no cancellation fee will be charged.
- 3.4.3. Where a participant gives short notice, does not attend, or is unavailable at the agreed time and place, Beanies Family Support may charge a cancellation fee of up to 100% of the agreed service fee where:
- the relevant support item allows cancellation claims
 - the Service Agreement includes cancellation terms
 - the staff member was booked and would otherwise have delivered the support
 - Beanies was unable to use that time for alternative billable work.
- 3.4.4. For many non-DSW supports, the short-notice period is typically less than 2 clear business days. For some disability support worker-related supports, a longer notice period may apply where permitted under the NDIS Pricing Arrangements and agreed in the Service Agreement.
- 3.4.5. Beanies Family Support may choose to waive a cancellation fee at its discretion, particularly where there are exceptional circumstances, health issues, or other relevant factors affecting the participant or family.

3.5. Travel Charges

- 3.5.1. Travel charges may apply where a staff member is required to travel to deliver a face-to-face service and where travel is permitted under the relevant support item and agreed in advance in the Service Agreement.
- 3.5.2. Travel may include:
- labour costs for staff travel time, where claimable

- non-labour travel costs, such as vehicle running costs, tolls, parking, or similar expenses, where claimable.
- 3.5.3. All travel charges will be billed in accordance with the applicable NDIS Pricing Arrangements, private service agreement, or other agreed funding terms.

4. Procedure Details

4.1. Cancellation and Continuity Procedure

4.1.1. **Participant Absent**

If the participant is absent or the session cannot proceed due to participant unavailability, the cancellation policy will apply in accordance with the Service Agreement and relevant funding rules. Where appropriate, booked staff may use the time for participant-specific non-face-to-face work that supports the participant's goals and is claimable under the relevant arrangements.

4.1.2. **Umbo Therapist Absent – Unplanned**

Where an Umbo therapist is unexpectedly unavailable, the Beanies AHA may proceed with a planned support session where it is safe, appropriate, within role scope, and based on familiar or previously delegated therapy-related activities. The family will be informed as soon as practicable.

4.1.3. **Beanies AHA Absent – Unplanned**

Where the AHA is unexpectedly unavailable, Beanies will consider practical alternatives to maintain continuity of care. These may include:

- the participant attending a clinic-based telehealth session using Beanies equipment, where appropriate and agreed
- a parent or carer consultation with the therapist
- rescheduling the session.

4.1.4. **Where Continuation Is Not Appropriate**

If no appropriate alternative is available, the session will be cancelled and managed according to the relevant cancellation terms, funding rules, and service agreement.

4.1.5. **Role Boundaries**

Any continuity arrangement involving an AHA must remain within the AHA's delegated role, competence, and scope, and must not require the AHA to independently provide clinical services beyond their training or authority.

5. Document Info & Approval

5.1. Document Information

- 5.1.1. Document Title: Fee, Payment and Cancellation Policy
- 5.1.2. Policy Owner: Adam Buchmasser
- 5.1.3. Approval Date: Wednesday 8 April 2026
- 5.1.4. Review Date: Wednesday 7 April 2027
- 5.1.5. Version: 2.0

5.2. Approval

Name	Role	Signature	Date
Adam Buchmasser	CEO	<i>Adam Buchmasser</i>	8 April 2026