

FACT SHEET PROGRAM FEES FAQ

Q. What is a program fee?

A. A program fee is an amount that you pay to Auslife Disability Care out of your own pocket to participate in programs that are being provided as part of your NDIS supports.

Q. Why am I charged a program fee?

A. Auslife Disability Care charge a Program Fee, to contribute to the costs associated with specific program resources provided for all participants to use whilst attending a centre or community based program. NDIS funding does not cover any other expenses associated with running an activity such as art and craft supplies, tablets and apps, basic cooking ingredients, sports equipment etc. Your fee contributes to the purchase and ongoing replacement of these resources.

A program fee also covers any reasonable transport costs if you were to leave the centre for a program or activity outside the usual place of operation.

Q. Does my program fee cover the cost of the activity I am participating in?

A. No, a program fee only covers items such as program equipment, reasonable travel in a program and resources that are used during your program. You will be asked to bring additional money for entry into venues and for purchasing any additional personal items such as meals, drinks and souvenirs.

Q. Does everyone pay the same program fee?

A. Yes, the same program fee is payable by each participant attending the program. The activity fee payable may vary between participants depending on the activity they choose.

Q. How will I know how much I need to pay each fortnight?

A. During the development of your NDIS budget with Auslife Disability Care your program fees will be discussed and you will have a calculation of your costs. An invoice will be sent to you fortnightly by our finance department informing you of any outstanding amounts that require payment.

Q. How do I pay my invoice?

A. There are a number of ways to pay your invoice and they are detailed on your fortnightly invoice and monthly statement. You can pay your invoice via bank deposit, BPAY, in person at selected offices or over the phone by credit card by contacting our head office.

Q. What about if I want to dispute an amount on an invoice?

A. You should firstly contact your local facilitator or manager and speak to them about the invoice. If the matter is not solved, you should follow our complaints procedure detailed in the fact sheet that you received with your NDIS service agreement.

