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## Retrieval of Outstanding Participant Fees Policy

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**Purpose of Policy** To ensure that if any Participant Fees charged by Knoxbrooke are not collected in a timely manner, that Knoxbrooke has a process in place to retrieve these Participant Fees through negotiation with the Participant or their nominated financial administrator representative.

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### Definitions

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### Policy

As per the Department of Health and Human Services, Knoxbrooke Community Policies and Mandatory Procedures, Knoxbrooke is not allowed to deny a service to a Participant due to their inability to pay fees. In such circumstances, it is expected that Knoxbrooke will attempt to negotiate with the Participant concerned and/or their family member, advocate or financial administrator an alternative amount that the person is able to afford on a temporary basis.

However, as a last resort, where a person is unable or unwilling to demonstrate that they are genuinely unable to afford the relevant Participant fees, Knoxbrooke is entitled to apply to the Guardianship and Administration Board for an administrator to be appointed to manage the financial affairs of the individual concerned.

Where a Participant's fees are not being paid and a mutually agreeable rate of payment cannot be set, Knoxbrooke may investigate options available to it in respect of legal action against the family member, advocate or financial administrator.

The above option is not preferred by Knoxbrooke and such action is not taken lightly however, the reality is that Participant fees are an integral part of Knoxbrooke's ability to provide a broad range of opportunities and experiences for its Participants whilst ensuring, the ongoing viability of the support to Participants provided by Knoxbrooke.

The following procedure is coordinated by the Knoxbrooke Financial Controller in consultation with the Chief Executive Officer.

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## Retrieval of Outstanding Participant Fees Procedure

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### Procedure

#### 1. Initial Correspondence

If there has been no payment of fees six (6) weeks after the initial Participant Fees Tax Invoice has been sent, Knoxbrooke will send a letter requesting that the outstanding Participant Fees be paid by the Participant and or their Financial Administrator, within seven (7) days of the date of this letter.

#### 2. Secondary Correspondence

If there still has been no payment of fees two (2) weeks after the Initial Correspondence has been sent, Knoxbrooke will send a second letter requesting that the outstanding Participant Fees be paid by the Participant and or their Financial Administrator, within seven (7) days of the date of this letter.

#### 3. Tertiary Correspondence

If there still has been no payment of fees one (1) week after the Secondary Correspondence has been sent, Knoxbrooke will send a third letter requesting that the outstanding Participant Fees be paid by the Participant and or their Financial Administrator, within seven (7) days of the date of this letter.

#### 4. Telephone Contact

If there still has been no payment of fees, Knoxbrooke will attempt to make phone contact with the Participant and or their Financial Administrator one (1) week after the Tertiary Correspondence has been sent to establish:

- if the Participant and or their Financial Administrator received the original Tax Invoice and subsequent Correspondence as outlined above and clearly understood the requirements in paying the outstanding Participant Fees
- when and if the Participant and or their Financial Administrator intends to pay the outstanding Participant Fees debit

#### 5. Negotiations for adjustment to Participant Fees payable where reasonable grounds are able to be established

Where a Participant or their Financial Administrator is unable to demonstrate that they are genuinely unable to afford the set Knoxbrooke Participant Fees, (which involves providing details of their incomes and expenditure), the Financial Controller in consultation with the Chief Executive Officer, will carry out negotiations with the Participant or their Financial Administrator. These negotiations will aim to identify a fee level that the Participant can reasonably afford on a temporary basis. Knoxbrooke will review such decisions to vary the normally applied fees through negotiations with the Participant or their Financial Administrator, in no longer than 12 monthly intervals.

#### 6. Application for administration of an individuals financial affairs

If Knoxbrooke is unable to successfully negotiate a mutually acceptable outcome to the payment or part payment of Participant fees, the Financial Controller and/or Chief Executive Officer will initiate an application to the Guardianship and Administration Board for an administrator to be appointed to manage the financial affairs of the Participant.

Once this Financial Administration system is in place for the Participant, the Financial Controller and/or Chief Executive Officer will initiate negotiations with the appointed Financial Administrator, to establish the Participants capacity to pay Knoxbrooke's Participant fees both outstanding and future fees payable.