

TERMS OF PAYMENT POLICY

The Australian Childhood Trauma Group (the Provider) provides support services to the Participant in accordance with the fees and conditions set by the National Disability Insurance Scheme (NDIA).

Further information regarding the *NDIS Pricing Arrangements and Price Limits* can be found here: <https://www.ndis.gov.au/providers/pricing-arrangements>

How payments will be claimed

The Participant's supports and fees are set out in the *Schedule of Support* attached to their Service Agreement.

Payment will be claimed according to the Participant's nominated manager.

NDIA: The Participant has nominated the NDIA to manage the funding for supports provided under the Service Agreement. After providing those supports, the Provider will claim payment for those supports from the NDIA.

Plan Management Provider: The Participant has nominated the Plan Management Provider to manage the funding for NDIS supports provided under the Participant's Service Agreement. After providing those supports, the Provider will claim payment for those supports from the nominated Plan Management Provider.

Self-Managed: The Participant or their nominated representative, will make payment to the Provider directly upon invoicing for agreed services.

Payment terms

All invoice payments are to be made strictly within 14 days of the invoice date.

Fee for Service payments

Fee for service arrangements are paid in advance, prior to the service commencing. Failure to pay in advance may result in the cancellation of the service.

Overdue invoices

Where an invoice has not been paid within the 14 day payment terms, an overdue notice will be sent to the Participant's nominated manager requesting payment within 5 days.

Should payment remain outstanding, a second overdue notice will be sent to the Participant's nominated manager requesting payment within 5 days.

Failure to pay the second overdue notice within 5 day of the notice being issued, will result in the Provider ceasing all services for the Participant.

For any queries relating to the payment of invoices, please contact 1300 034 503 / accounts@theactgroup.com.au

Related policies

- Cancellation Policy

Document Management

VERSION	DATE	SUBMITTED BY	POSITION	AUTHORISED BY	MEETING DATE
1	Jul 21	Diane Newham	Corporate Lead	Monique Blom	Jul 21

Revision History

VERSION	DATE	ADDITIONAL/AMENDMENTS	AUTHOR	REVIEWED BY