

Terms of Payment Policy

NDIS Funded

The Australian Childhood Trauma Group (ACTG) is a registered NDIS Provider.

ACTG provides support services in accordance with the fees and conditions set out in the **NDIS Pricing Arrangements and Price Limits**.

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 managed: The Participant has nominated the NDIA to manage the funding for supports provided under the Service Agreement. After providing those supports, ACTG will claim payment for those supports directly using the NDIS portal.

Plan managed: The Participant has nominated a Plan Manager to manage their funding for NDIS supports provided under the Participant's Service Agreement. ACTG will claim payment for those supports from the Plan Manager. A copy of the signed Service Agreement will be sent to the Plan Manager by ACTG prior to service commencement.

Self-managed: The Participant or their nominated representative will make payment directly to ACTG upon invoicing for agreed services.

Fee for Service Agreements

Fee for service agreements are to be paid upfront prior to service commencement. Failure to pay upfront may result in the service being paused until full payment is made.

All fee for service funding that is paid in advance, is to be utilised within a 12 month timeframe from the day of payment unless otherwise agreed by ACTG.

Payment Terms

All invoice payments are to be made strictly within **14 days** of the invoice date unless dated otherwise.

Where an invoice has not been paid within the payment terms, an overdue notice will be sent requesting payment within 5 days.

Should payment remain outstanding, a second overdue reminder notice will be sent requesting payment within 5 days.

Failure to pay the second overdue notice within 5 days of the notice being issued will result in ACTG ceasing all services.

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	AUTHORISED BY	APPROVED
1	July 2021	Corporate Lead	CEO	July 2021

Revision History

VERSION	REVIEW DATE	REVIEWED BY	AUTHORISED BY	NEXT REVIEW DATE
2	March 2023	Corporate Lead	CEO	March 2025 or more frequently if required
3	July 2023	Corporate Lead	CEO	July 2025 or more frequently if required