



## Payment and Cancellation Policy

### Payment:

You/your plan manager will be issued an electronic invoice within 3 business days of your child's therapy session.

Payments can be made via bank transfer, and all accounts are to be paid within 7 days of receiving the invoice. If you are a plan managed NDIS client, please ensure your plan manager is aware of these terms.

You/your plan manager are responsible for ensuring you have adequate funds in your NDIS plan to cover the cost of services accessed. Should you attend a session when you have run out of funding, you will be responsible to personally cover the cost of that session fee.

If two invoices for services remain unpaid, services will cease until payment has been made.

Please make all payments to account:

OT EYRE

BSB: 062-692

ACCOUNT NUMBER: 7912 8221

### Fees:

OT Eyre charges using the NDIS pricing guidelines. We reserve the right to change our fees according to the NDIS recommended schedule.

Port Lincoln and surrounding areas (remote locations):

Item	Cost
Standard rate:	\$271.59 per hour
Travel:	<p>Return travel is flat rate 10 minutes at the standard rate within Port Lincoln (\$46.17), if outside of Port Lincoln a travel amount will be calculated using the time spent travelling and standard rate.</p> <p>Travel will be divided between clients if multiple clients are seen at the same location one after another.</p>

Whyalla and surrounding areas:

Item	Cost
Standard rate:	\$193.99 per hour
Travel:	<p>Return travel is flat rate 10 minutes at the standard rate within Whyalla (\$32.97), if outside of Whyalla a travel amount will be calculated using the time spent travelling and the standard rate.</p> <p>Travel will be divided between clients if multiple clients are seen at the same location one after another.</p>

### Indirect and direct support:

OT Eyre will bill for both direct and indirect services that are specific to the individual client. Below is a list of both direct and indirect services:

- Face to face appointments
- Travel time to and from appointments
- Report writing (assessments, NDIS reports)
- Development of home programs
- Development of resources such as social stories and visuals
- Phone calls, emails and meetings with family or relevant stakeholders (for the duration of 5 minutes or longer)

### Cancellations:

If a session is cancelled within three days of the appointment, there will be a 50% charge. If a session is cancelled after 3pm on the day prior to the appointment, the session will be charged at 80%. If a session is cancelled the day of your appointment, you will be charged the full fee. If you do not attend the appointment without correspondence (no show), you will be charged the full fee. If you attend the appointment and you or your child are unwell, the session will end, and you will be charged the full fee.

Summary of cancellation policy:

Cancellation less than 72 hours before appointment: 50% fee.

Cancellation after 3pm on the day prior to your appointment: 80% fee.

Cancellation day of appointment: 100% fee.

No show/unwell attendance: 100% fee.

If you have three consecutive no shows services may cease, as there is a high demand for occupational therapy and many children are waiting for services. OT Eyre understands that not everyone has the resources available to notify of cancellations and will take this into account when charging for cancellations or ceasing services.