



Payment and Cancellation Policy

Payment Information

You will be issued with an electronic invoice for services on the day of your child's session.

Payment can be made by bank transfer and all accounts are to be paid within 7 days. If you are a plan-managed NDIS client, please ensure your plan manager is aware of these terms and direct them to discuss with Playful Connections Speech Pathology if required.

You are responsible for ensuring you have adequate funds in your plan to pay for sessions accessed. Should you attend a session when you have run out of funding, you will be personally responsible for full payment of that session fee.

If two invoices for our services are unpaid, services will cease until account has been settled to avoid accumulation of large debts. This may include plan managed clients.

MediPass: All self-managed NDIS or privately funded clients have the option of on the day payment via MediPass, using securely stored bank card details.

****Clients who are claiming through private health funds and require a 'paid' invoice to claim, and any clients (including self-managed NDIS) who have a history of accruing debt will be asked to use the MediPass system as part of their service delivery****

Cancellation Fees

Cancellation fees may apply for non-attendance and late notification. A text message reminder will be sent 24 hrs before your appointment.

In order to remain viable as a business, it is necessary for Playful Connections to charge cancellation fees even in the event of illness. The fee for day of appointment cancellations is

fixed at \$85 (less than 50% of NDIS hourly rate). If you attend an appointment where you or your child are unwell, you will be asked to leave and will be charged the full session fee.

Cancellation fee summary:

Cancellation prior to day of appointment – no fee

Cancellation on day of appointment – \$85 cancellation fee

Non-attendance or attendance when unwell – 100% of session fee

Given the demand and waiting list for services, repeated cancellations or non-attendance will be discussed with clients and services may be discontinued.