



## **Terms of Payment**

### **Fees & Charges - January 2025**

All fees are charged in accordance with the current Service Fee Schedule.

#### **Payment in Advance**

All contact visits must be paid in full prior to the scheduled service, unless otherwise agreed in writing.

#### **Accepted Payment Methods**

Payment may be made via bank transfer, credit/debit card, or other approved payment methods as advised at the time of booking.

#### **Late or Outstanding Payments**

Services will not proceed where payment has not been received by the due date. Outstanding balances may result in suspension or cancellation of future bookings.

#### **Cancellations & Non-Attendance**

Cancellations with less than 48 hours' notice may incur the full service fee.

Failure to attend a scheduled visit without notice will be charged at 100% of the booked fee.

#### **Additional Time or Services**

Any additional time, reporting, travel, or supervision requirements outside the original booking will be invoiced separately.

### Third-Party Payments

Where payment is to be made by a third party (including NDIS or another agency), the client remains responsible for payment should funding not be approved or paid.

### Disputed Charges

Any concerns regarding invoices must be raised in writing within 7 days of issue.

### GST

All fees are inclusive of GST unless otherwise stated.