



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.