

NDIS Participant Payment Policy

Providing high-quality and sustainable care has always been my priority. However, due to ongoing challenges within the NDIS system and my capacity limitations, I have had to revise my policies surrounding NDIS participants to sustain my business. Moving forward, all NDIS plan-managed participants will prepay for services and arrange for reimbursement, thus following the same procedures as self-managed participants and private-pay clients. This change ensures consistency across all clients and supports the sustainability of my practice. It also creates a streamlined, fair, and transparent process for everyone. This decision was not made lightly, and I deeply understand the potential impact it may have on some participants. However, it is a necessary step to address ongoing challenges and maintain the high standard of care I strive to provide.

Why This Change Was Necessary

- **Administrative Strain:** Managing unpaid invoices, manually consolidating accounts, and following up on delayed or non-payments has become increasingly time-consuming, pushing me beyond my capacity and creating an unhealthy work-life balance.
- **Unexpected Funding Shortfalls:** There have been multiple instances where participant funding has run out unexpectedly, often without warning, leading to stress and confusion for everyone involved.
- **Unethical Practices:** I take ethical conduct very seriously and have a strong sense of justice and fairness. When compromised, through nonpayment or other behaviours, it risks causing both the participant and me harm.
- **Systemic Limitations:** Despite extensive documentation and complaints to the NDIS, the system lacks sufficient protections for service providers, leaving me with no viable option but to change my policies to allow for a more streamlined process that minimises unnecessary workload and stress.

How This Change Benefits You

Although paying upfront and arranging reimbursement may seem inconvenient, it does have some long-term benefits for participants:

- **Accurate Balance Tracking:** Prepayment ensures your funding is consistently tracked, reducing the risk of overspending or unexpected funding shortfalls.
- **Improved Transparency:** You'll gain a clearer understanding of your funding usage, with fewer delays caused by third-party invoicing processes.
- **Capacity Building:** Managing reimbursements directly helps you build independence and gives you greater control over your funding. Many clients find building their functional capacity through self-management has improved their ability to budget and been empowering.

Process

- **Book Online:** All sessions must be prepaid at the time of booking to confirm your appointment.
- **Receipts for Reimbursement:** After payment, a receipt will be provided for submission via the [MyGov portal](#). If required, I can send the paid invoices directly to your nominated support coordinator or plan manager to assist with the reimbursement process. Please ensure the [Authority to Exchange Information](#) form is signed to allow this.
- **Reimbursement Timeframes:** Claims submitted through MyGov are typically processed within 24–48 hours after the initial setup period. However, plan manager or support coordinator processing times may vary.
- **Direct Support:** If you are unfamiliar with the MyGov portal, I can guide you through the setup process to ensure everything runs smoothly. Many clients have found that submitting claims through MyGov allows them to get their reimbursement so quickly they are essentially able to “recycle” their initial payments, ensuring a seamless process for ongoing therapy.

Important Notes

Check Coverage: Please confirm with your Support Coordinator, LAC, or Plan Manager that your plan covers my services. My primary item code is NDIS 15_043_0128_1_3 (Capacity Building – Improved Daily Living),



which includes counselling, non-face-to-face services, cancellation or no-show fees, travel fees (if applicable) and NDIS Report Writing. They may be aware of other item codes and their expertise in understanding your NDIS Plan is irreplaceable.

Please [book online](#) to allow for the setup of your Halaxy account.

A Shared Goal This change is not just about addressing administrative burdens—it's about ensuring the quality, sustainability, and availability of my services. This system will help avoid situations where funding accidentally runs out and ensures funding balances are more accurate. My ultimate goal is to empower you to take greater control of your funding while maintaining the quality and reliability of the care you receive. These changes are designed to improve financial transparency, reduce administrative strain, and prevent the recurring issues that impact both participants and me.

Empathy and Support I understand that this change may feel overwhelming, particularly for those managing a fixed or limited income. Many clients, including DSP recipients, have adjusted well with MyGov's quick reimbursement times.

As part of Capacity Building, I am committed to supporting you through this transition where it's setting up the MyGov portal, tracking your funding, or ensuring reimbursements are processed smoothly.

Thank you for your understanding, cooperation, and trust as we move forward together. If you have any questions or concerns, please feel free to contact me directly.

By engaging with Safe & Sound Counselling, you acknowledge that you have read, understood, and agree to adhere to the outlined policy. These policies are essential for providing high-quality care focussed on your therapeutic needs, maintaining a mutually respectful, fair and effective therapeutic environment. These terms are crucial for the smooth operation of the practice and equitable treatment of all clients.

Participant Acknowledgment and Declaration: Acknowledgment of Terms and Responsibilities:

I confirm that I have read, understood, and agree to the Payment Policy and NDIS Payment Policy provided by Safe & Sound Counselling.

- I acknowledge my responsibility to manage my NDIS funding and ensure timely payment for services.
- I understand that I am responsible for tracking my funding and notifying Safe & Sound Counselling if my funding is running low.
- I acknowledge that I remain personally responsible for all payments, including in cases where funding is unavailable or exhausted.

Consent to Payment and Terms:

I authorise Safe & Sound Counselling to process payments as outlined in the policies, including prepayments, and to provide invoices for reimbursement as needed.

Privacy Consent:

I consent to my personal and funding information being securely stored and used for invoicing and service provision purposes, in compliance with the Privacy Act 1988 (Cth).

X

Client Signature

Client Name:

Today's Date:

NDIS Number:

NDIS Plan Dates:

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