

# Collective Growth Payment and Cancellation Policy



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GROWTH

Created and endorsed by Jonathan Digby, Director of Collective Growth Pty Ltd utilising current industry standards and NDIS pricing/payment guidelines.

# Payment and Cancellation policy

## Introduction

Collective Growth Pty Ltd is a private practice support service. We are not funded by any 'not for profit' funding through the government or other funding body. For our service to grow and to be able to offer more services to the community into the future, it is important that we receive payment for our services. We do not want our consumers to have any unexpected fees or miscommunicated expectations regarding our service. This policy is to outline our payment processes and expectations. We ask that all consumers read this policy when agreeing to enter the service.

Collective Growth Pty Ltd will be responsible to action the agreements in this policy. By agreeing with this policy and accessing the service you are agreeing to all costs outlined in this policy.

## Purpose and objectives

This policy is to inform consumers and employees of the rights and responsibilities for payment of services provided. The policy will be provided to all new consumers and will be sent to all existing consumers if there are updates to the policy in the future.

## Scope

This policy applies to all consumers of Collective Growth Pty Ltd Service. This policy will cover the following points.

- 1 Payment systems for services
  - 1.0 NDIS
  - 1.1 Private Health Fund
  - 1.2 Medicare rebates
  - 1.3 Standard
- 2 Cancellation processes
- 3 Reports
- 4 Professional Supervision

## Definitions

Term	Definition
Consumer	Person and/or parent accessing the service
NDIS	National Disability Insurance Scheme
NDIA	National Disability Insurance Agency

## Policy Content

### 1 Payment systems for services

To support as many people as possible we have multiple payment options. Consumers will be requested to provide their intended payment options in the entry form prior to initiating service.

#### 1.1 NDIS

Our services fees are in line with the NDIS Price Guide.

- For Occupational Therapy: Assessment Recommendation Therapy or Training Supports  
- Occupational Therapist- \$193.99 per hour

Collective Growth Pty Ltd will currently be providing support for consumers with NDIS self-managed and support coordinated plans. We are not currently utilising NDIA managed plans.

For self-managed NDIS plans we accept payment on the day. An invoice will be emailed to be paid via email that can then be used to submit a reimbursement request on myplace portal. Alternatively, an invoice to be paid through myportal portal directly. It is expected that all invoices will be actioned within 5 business days unless organised otherwise with the clinician. If the invoice has not been paid within 10 business days post service date, nil further appointments will be provided until the service has been paid for in full.

For Support Coordinated NDIS plans we will forward the invoice to the plan manager to be paid. We will need to be provided with the details of the plan manager prior to initiating service. It is expected that all invoices will be actioned within 5 business days unless organised otherwise with the clinician. If the invoice has not been paid within 10 business days post service date, nil further appointments will be provided until the service has been paid for in full.

## 1.2 Private Health Fund

To claim from your Health Fund for Occupational Therapy, please contact your fund regarding the amount that can be claimed. The relevant item numbers for Occupational Therapy are:

100- Initial Assessment

200- Subsequent Appointment.

When attending the appointment at the clinic we process the payment using a Tyro eftpos terminal. All Private Health Fund billing will need to take place on the day of service unless organised otherwise with the clinician. Consumers will be sent an invoice for the session for their records.

## 1.3 Medicare rebates

Chronic Disease management plans can be arranged through your GP. These allow for the consumer to receive up to 5 Allied Health sessions per calendar year with a current rebate of \$53.80. There will be a gap payment of \$140.19.

We have the availability to process the claims on the day through a Tyro eftpos terminal. All Medicare billing will need to take place on the day of service. Consumers will be sent an invoice for the session for their records.

## 1.4 Standard (Cash/eftpos/bank transfer)

Our service provides support for consumers who do not have a current funding support. All cash/eftpos payments must be made on the day of service.

Consumers will be sent an invoice for the session for their records.

For bank transfer an invoice will be sent to the approved email. It is expected that all invoices will be actioned within 5 business days unless organised otherwise with the clinician. If the invoice has not been paid within 10 business days post service date, nil further appointments will be provided until the service has been paid for in full.

## 2 Cancellation Processes

As per industry standard, cancellation of appointments needs to happen within a timely manner to allow for other bookings in the appointment timeframe. This includes the cancelling and rescheduling of appointments.

Update- The recent update to the NDIS Cancellation policy has increased the cancellation timeframe from 2 days to 7 days. Collective Growth is increasing its cancellation time from 3pm the day before to 72 hours' notice of a cancellation. The cancellation fee's will be

changing to 100% of the appointment fee. We will send out a reminder text at the 4 days prior to the appointment for any cancellations and a text the day before as a reminder.

If there is no communication and the consumer fails to attend the appointment, a fee of 100% of the session cost will be invoiced to the consumer/ consumer representative via email. The consumers service may be put on hold and nil further appointments will be provided until this invoice has been paid.

If a consumer fails to attend 2 appointments in a row it may lead to a termination of their current service episode.

Please see the COVID-19 Safe Policy for cancellations that may overrule this policy.

### 3 Reports

Reports will be charged at the standard billing rate depending on the detail of the report requested and the time taken to complete the report.

Each assessment that we complete will have a fee of 0.5 a session rate due to the required time for scoring and interpretation. This will be added to the next invoice.

For all reports, excluding the initial summary, an invoice will be sent to the consumers email for actioning via NDIS funding, bank transfer and/or added payment onto the next appointment session if preferred. The report will not be supplied until the invoice has been paid in full.

### 4 Professional Supervision

Professional supervision will be charged at a rate of \$150.00 per hour. This is currently only being offered to Occupational Therapy Students, New Graduates, Generalist clinicians and Senior clinicians. A supervision contract will be completed prior to the first supervision session dictating the frequency and length of sessions.

After the completion of the session, an invoice will be sent to the supervisee with an expectation that the invoice is actioned within 5 business days.

## **Policy Review Statement**

This policy will be reviewed each new financial year. This policy may be reviewed and changed prior to this annual review with changes to the NDIS funding, Medicare funding or if new payment options are available.

## Privacy Policy Complaints and Enquiries

If you have any queries or complaints about this Policy, please contact us at:

**admin@collectivegrowthcq.com**

**P:0434710901**

**Electronically Approved and Signed,**

**Date:08/07/2022**

**Jonathan Digby**

**Director/Occupational Therapist**

**Collective Growth Pty Ltd**



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