

# Collective Growth Payment, Cancellation, FTA & Invoicing Policy

## Purpose

Collective Growth Pty Ltd is a private practice support service that does not receive funding from government or not-for-profit organisations. Timely payment and clear cancellation processes ensure we can sustain and expand our services within the community.

This policy outlines all payment systems, cancellation requirements, Failure to Attend (FTA) rules, and invoicing procedures. By agreeing to this policy, consumers acknowledge acceptance of the information and fees outlined herein.

## Scope

This policy applies to all consumers of Collective Growth Pty Ltd and covers:

- Payment systems (NDIS, Private Health, Medicare, Standard Payments)
- Cancellation processes (updated to **2 clear business days**)
- Failure to Attend (FTA) procedures (15-minute no-contact rule)
- Invoicing processes (including late cancellations & FTAs)
- Reporting fees & Professional Supervision (from the Payment Policy)

## 3. Definitions

- **Consumer:** Individual or parent accessing the service.
- **Cancellation:** Appointment cancelled with more than **2 clear business days'** notice.
- **Late Cancellation:** Cancellation received with **less than 2 clear business days'** notice.
- **FTA (Failure to Attend):** No arrival and no contact within **15 minutes prior** of session start time.
- **Business Days:** Monday–Friday (excluding public holidays).

## 4. Payment Systems

### 4.1 NDIS

#### Eligibility & Coverage

- Applies to **Self-Managed** and **Plan-Managed** NDIS participants.
- Fees are aligned with the **NDIS Pricing Arrangements and Price Limits**.



### Referral & Documentation

- A service agreement is required before commencing services.
- Clients must provide NDIS number and plan details.

### Billing & Payment Processes

- **Self-Managed** participants:
  - Payment is required **on the day of service**.
  - Client receives an invoice for MyPlace reimbursement.
- **Plan-Managed** participants:
  - Invoices are submitted directly to the plan manager.
  - Payment timeframes depend on the plan manager.

### Additional Notes

- Travel, report writing, and non-face-to-face time are billed according to NDIS rules.

## 4.2 Private Health Fund

### Eligibility & Coverage

- Consumers must have **Extras Cover** including Occupational Therapy.

### Rebates

- Rebate amounts vary between funds and policies.
- Consumers are encouraged to confirm item numbers and limits with their fund.

### Billing & Payment Processes

- Claims can be processed via **HICAPS** where available.
- If HICAPS is unavailable, consumers pay in full and claim manually.

### Additional Notes

- OT services may have annual caps or excluded categories depending on the insurer.

## 4.3 Medicare Rebates

### Eligibility

- Requires a valid **Chronic Disease Management (CDM)** or **EPC** referral from a GP.

### Rebate Information

- Medicare provides a rebate of approximately \$58–\$60 per session.
- Consumers pay the full fee upfront, and Medicare rebates the fixed amount.



## Billing & Payment Processes

- Rebates processed on the day via Medicare systems.
- Reports are required back to the referring GP as part of the EPC requirements.

## 4.4 Standard Payments (Cash/EFTPOS/Bank Transfer)

### Eligibility

- Applies to all clients not using NDIS, Medicare, Private Health, DVA, or Aged Care funding.

### Billing & Payment Processes

- Payment is required **on the day of service** unless an invoice is issued.
- Invoices carry **5-day payment terms**.
- Non-payment beyond **10 days** may result in suspension of services.

### Additional Notes

- Receipts can be provided for personal records or to support insurance claims.

## 4.5 Department of Veterans' Affairs (DVA)

(Information sourced from Call Intake Procedure- Determining the Client Pathway )

### Eligibility & Requirements

- Consumer must hold a **DVA Gold Card or White Card**.
- Gold: all clinically necessary services covered.
- White: services must relate to an accepted condition.
- Collective Growth must obtain the client's **DVA number**.

### Referral Requirements

- A formal **D0904 referral** from the client's GP or specialist is required before services can commence.
- An **End of Cycle Report** must be submitted to the GP for approval of additional treatment.

### Billing & Payment

- Services are billed according to the current **DVA Schedule of Fees**.
- **No out-of-pocket cost** to the client.
- Claims are submitted directly through DVA claiming portals or via approved systems.

### Additional Notes

- If clients need extra support (e.g., VHC assessment), they may be advised to contact:
- DVA General Enquiries: 1800 VETERAN
- VHC Assessment Agency: 1300 550 450

#### 4.6 Aged Care (My Aged Care & CHSP)

##### **My Aged Care – Support at Home / Home Care Packages**

- Services may be delivered to consumers with approved My Aged Care funding.
- Payment is managed through the **client's Home Care Package provider**, who issues service approvals and purchase orders.
- Collective Growth invoices the provider directly according to agreed rates.

##### **CHSP – Commonwealth Home Support Programme (Brokered)**

- Services may be provided when referred through a CHSP-funded agency.
- Consumers may incur a **gap fee** if service costs exceed the CHSP schedule fee.
- Collective Growth invoices the referring CHSP provider directly.

##### **General Billing Notes**

- No Medicare or private rebates apply when services are billed under Aged Care funding.
- All services must follow the provider's approval process before booking.
- Fees aligned with the NDIS Price Guide.
- Self-managed: payment required on the day; invoice provided for NDIS reimbursement.
- Plan Managed: invoices sent to plan managers; same payment timelines apply.

#### 4.2 Private Health Fund

Consumers should contact their health fund for eligible rebates and item numbers.

#### 4.3 Medicare Rebates

Eligible consumers can receive rebates under Chronic Disease Management plans. Invoice with Medicare number will be provided for reimbursement

#### 4.4 Standard Payments (Cash/EFTPOS/Bank Transfer)

Payments must be made on the day or via invoice. Unpaid invoices beyond 10 days may result in suspension of services.



## 5. Cancellation Policy

### 5.1 Notice Period

Collective Growth requires **2 clear business days** notice for all cancellations.

### 5.2 Late Cancellation Fees

- Late cancellations incur **100% of the session fee**.
- Applies to cancellations made within the 2-business-day window.
- Business-day breakdown examples are consistent with the Cancellation & FTA Policy (e.g., Monday appointment → cancellation on Thursday or later is late).

### 5.3 How to Cancel

Consumers may cancel via:

- Phone call to admin (voicemail accepted if out of hours).
- Replying to SMS reminders.
- Emailing admin with name and appointment time.

## 6. Failure to Attend (FTA) Policy

FTA occurs when:

- A client does not attend their appointment **and** fails to make contact within **15 minutes prior** of the scheduled start time.
- **Fee:** 100% of the scheduled fee.

### Additional Notes:

- Admin contacts clients on the day of FTAs and late cancellations.
- Repeated FTAs/late cancellations may lead to review or removal from group programs.

## 7. Invoicing

- Invoices for late cancellations and FTAs can be sent any time after the appointment start time.
- Invoices for attended sessions are sent after completion to allow for EFTPOS payment in clinic.
- For group programs, invoices are sent once the session is complete.

## 8. Reporting Fees

Reports are billed at standard rates based on detail and administrative time. Assessment scoring typically incurs a fee of 0.5× the hourly cost. Reports are not released until payment is received.

## 9. Professional Supervision

Available at \$180 per hour for students, new graduates, and clinicians. Invoices must be paid within 5 business days.

## 10. Policy Review

This policy is reviewed annually or earlier in response to NDIS, Medicare, or organisational changes.

## 11. Contact Information

- Email: [manager@collectivegrowthcq.com](mailto:manager@collectivegrowthcq.com)
- Phone: 07 3111 7321

