



# Payment and Cancellation Policy

# Collective Growth Payment and Cancellation Policy

## Payment and Cancellation Policy

This policy has been created and endorsed by Jonathan Digby, Director of Collective Growth Pty Ltd, in alignment with current industry standards and NDIS pricing/payment guidelines.

### Introduction

Collective Growth Pty Ltd is a private practice support service that does not receive funding from government or nonprofit organisations. To sustain and expand our services for the community, timely payment for our services is essential. This policy is designed to provide clarity regarding our payment processes and expectations, ensuring consumers are aware of any fees and minimising misunderstandings. We encourage all consumers to read this policy thoroughly prior to engaging our services. By agreeing to this policy, you acknowledge acceptance of the costs outlined herein.

### Purpose and Objectives

This policy aims to inform consumers and employees of their rights and responsibilities regarding payment for services rendered. It will be provided to all new consumers and shared with existing consumers upon any updates to the policy.

### Scope

This policy applies to all consumers of Collective Growth Pty Ltd and encompasses the following areas:

1. Payment Systems for Services
  - NDIS
  - Private Health Fund
  - Medicare Rebates
  - Standard Payments
2. Cancellation Processes
3. Reporting Fees
4. Professional Supervision

## Definitions

**Consumer:** Individual or parent accessing the service.

**NDIS:** National Disability Insurance Scheme.

**NDIA:** National Disability Insurance Agency.

## Policy Content

### 1. Payment Systems for Services

To accommodate a wide range of consumers, we offer multiple payment options. Consumers will indicate their preferred payment method on the entry form prior to initiating services.

#### 1.1 NDIS

Our service fees are aligned with the NDIS Price Guide:

- **Occupational Therapy:** Assessment, Recommendation, Therapy, or Training Supports  
- \$193.99 per hour.

Collective Growth Pty Ltd currently supports consumers with self-managed and support-coordinated NDIS plans. We do not accept NDIA-managed plans at this time.

- **Self-Managed Plans:** Payment is required on the day of service. An invoice will be emailed for reimbursement submission via the MyPlace portal or can be paid directly through the MyPortal. All invoices must be settled within 5 business days. Failure to pay within 10 business days will result in the suspension of further appointments until payment is made in full.
- **Support Coordinated Plans:** Invoices will be forwarded to the plan manager for payment. We require the plan manager's details before service initiation. Similar payment timelines apply as stated above.

#### 1.2 Private Health Fund

For Occupational Therapy claims, please contact your health fund for claimable amounts. Relevant item numbers are:

- 100: Initial Assessment
- 200: Subsequent Appointment

Payments will be processed via a Tyro EFTPOS terminal on the day of service, with an invoice sent for your records.

### **1.3 Medicare Rebates**

Chronic Disease Management plans can be arranged through your GP, allowing up to 5 Allied Health sessions per calendar year with a rebate per current Medicare details. Claims can be processed on the day of service through Easy Claim in out system, with invoices provided for your records.

### **1.4 Standard Payments (Cash/EFTPOS/Bank Transfer)**

For consumers without funding support, cash or EFTPOS payments must be made on the day of service. An invoice will be issued for your records. For bank transfers, an invoice will be sent to the designated email, and payment is expected within 5 business days. Failure to pay within 10 business days will lead to the suspension of further appointments.

## **2. Cancellation Processes**

In line with industry standards, timely cancellation of appointments is essential to facilitate rescheduling. The cancellation notice period is 72 hours (3 days) prior to the appointment.

- A cancellation fee of 100% of the appointment fee will apply. Reminder texts will be sent 4 days and 1 day before the appointment.

In cases of no communication or failure to attend, a fee of 100% of the session cost will be invoiced. Services may be suspended until this invoice is settled. If a consumer misses two consecutive appointments, it may result in the termination of their current service episode.

### **1.1 How to Cancel During and After Hours**

There are multiple options for cancelling an appointment, during business hours or out of hours:

- **Call 07 3111 7321** – call through to admin and reference your child's name and appointment time, if out of hours or the line is busy, leave a voicemail.

- **Reply to the reminder SMS** – these messages are monitored during business hours.
- **Send an Email** – email: [admin@collectivegrowthcq.com](mailto:admin@collectivegrowthcq.com) including your child's name and appointment time.

### 3. Reporting Fees

Reports will be billed at the standard rate based on the detail and time required for completion. Each assessment incurs a fee of 0.5 times the session rate for scoring and interpretation, which will be added to the next invoice. Reports will not be provided until the associated invoice has been paid in full.

### 4. Professional Supervision

Professional supervision is available at a rate of \$150.00 per hour, exclusively for Occupational Therapy students, new graduates, generalist clinicians, and senior clinicians. A supervision contract will outline session frequency and duration. An invoice will be issued after each session, with payment expected within 5 business days.

## Policy Review Statement

This policy will be reviewed annually. However, updates may occur earlier in response to changes in NDIS funding, Medicare policies, or new payment options.

## Privacy Policy Complaints and Inquiries

For any queries or complaints regarding this policy, please contact us at:

- **Email:** [manager@collectivegrowthcq.com](mailto:manager@collectivegrowthcq.com)
- **Phone:** 0423 396 996

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### Electronically Approved and Signed

**Date:** 08 October 2024

**Jonathan Digby**

**Director / Occupational Therapist**

**Collective Growth Pty Ltd**



# Collective Growth



07 3111 7321



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[collectivegrowth.com.au](http://collectivegrowth.com.au)