

## 1. INTRODUCTION

Abacus Learning Centre Ltd, ABN 64 122 901 704, (Abacus) is committed to providing programs individually designed to meet the needs of children with Autism Spectrum Disorder, and Abacus fees reflect the National Disability Insurance Scheme (NDIS) Pricing Arrangements and Price Limits (previously NDIS Price Guide).

## 2. PURPOSE

This policy sets out Abacus's position on invoicing of fees and charges, payment terms, cancellations and late pick-ups. It explains when and how payments for service are expected to be received and the process that will take effect when invoices are not paid by the due date.

## 3. APPLICATION

This policy applies to all clients receiving services from Abacus Learning Centre and a copy of the policy is provided with the Welcome Pack sent to clients prior to the Participants initial meeting.

## 4. POLICY STATEMENT

### 4.1 Fees and Charges

Abacus sets its service fees and charges in accordance with the NDIS Pricing Arrangements and Price Limits. All fees and charges will be reviewed and updated with the NDIS Pricing Arrangements and Price Limits, usually 1 July each year.

Abacus reserves the right to alter fees and charges at any time for additional charges associated with our services and in order to ensure that our high-quality programs remain sustainable. Clients will be informed of any changes to fee schedules via an email to their nominated email account with a minimum of one (1) months' notice before new fees are updated and implemented. A schedule of supports outlining any changes will be emailed for signing.

Abacus will publish its fee schedule on the Abacus website, as a guide for current and prospective clients. Abacus fees are GST-exempt.

Abacus provides programs and services tailored to the individual needs of the student. Fees and charges will be quoted based on individual needs following an initial meeting.

Student admission to Abacus is subject to mutual acceptance of a formal service agreement. In signing the service agreement, the client agrees to abide by the terms of this Fees, Charges and Payments policy.

### 4.2 Invoicing

Abacus will invoice clients weekly for the previous week of service with prices itemised in the invoice.

For self-managed NDIS participants and self-funded participants, invoices will be sent to the email specified by the client.

For participants who are plan managed, the invoice will go directly to the Plan Management agency and a copy sent to the client upon request.

For Agency managed participants a service booking will be created with the permission of the client.

If contact details have changed, the client is required to let Abacus know as soon as possible so that we can update our records. If an invoice is unable to be sent to the intended recipient, other methods will be made to contact the client.

### 4.3 Short Notice Cancellation (or no show)

When there is a short notice cancellation (or no show) for sessions and services, 100% of the agreed fee associated with the activity from the participant's plan, subject to the current NDIS Pricing Arrangements and Price Limits and the terms of the service agreement, will be charged.

## FEES, CHARGES AND PAYMENTS POLICY

A short notice cancellation is if the participant:

- does not show up for scheduled support sessions within a reasonable time, or is not present at the agreed place and within a reasonable time when Abacus staff are on-site or travelling to deliver the support; or
- has given less than two (2) clear business days' notice for a support that meets both of the following conditions:
  - the support is less than 8 hours continuous duration; AND
  - the agreed total price for the support is less than \$1000; or
- has given less than five (5) clear business days' notice for any other support.

Abacus can only charge for a short notice cancellation for the delivery of a support item to the participant if all the following conditions are met:

- The NDIS Pricing Arrangements and Price Limits indicates that short notice cancellations are able to be charged in respect of that support item; and
- The proposed charges for the activities comply with the NDIS Pricing Arrangements and Price Limits; and
- That Abacus has the agreement of the participant in advance (that is, the service agreement between the participant and Abacus) stating specifically that short notice cancellations can be claimed; and
- Abacus was not able to find alternative billable work for the relevant therapist and are required to pay the therapist for the time that would have been spent providing the support.

Charges for a short notice cancellation should be made using the same support item as would have been used if the support had been delivered, using the 'cancellation' option on the 'myplace' portal.

There is no hard limit on the number of short notice cancellations (or no shows) for which Abacus can charge in respect of a Participant. However, Abacus has a duty of care to participants and if a participant has an unusual number of cancellations, then Abacus will seek to understand why they are occurring.

#### 4.4 Exemptions for Short Notice Cancellation

Abacus is committed to following up to date DHHS guidelines around COVID response. The short notice cancellation charge will be waived if:

- the participant has presented with COVID symptoms
- proof of a test is provided

#### 4.5 Late pick-up

A late pick-up is if the client:

- collects a student from an Abacus team member after the scheduled finish time of their session.

This charge is NOT claimable under the NDIS Pricing Arrangements and Price Limits and is the responsibility of the client as an out-of-pocket expense. Any late pick-up charge incurred will be included on weekly invoices as a non-claimable fee.

#### 4.6 Payments

The payment due date and total amount due are shown on the invoice and payment is due in full within seven days from the date of the invoice.

Payments may be made by bank transfer, in person at High Street site via credit or debit card, or by cheque. Payments cannot be accepted at the Church Street site. Abacus does not accept cash payments at either site.

Questions relating to specific items and charges on an invoice or a short extension of the due date, can be directed to the Receptionist at Site 1 or by reply to the invoicing email.

Clients experiencing

- a shortage of NDIS funding
- financial hardship (self-funded)
- an ongoing inability to pay by the due date

should contact the Executive Director to discuss feasible payment arrangements to avoid potential suspension of service.

## FEES, CHARGES AND PAYMENTS POLICY

### 4.7 Late payments

If payment is not received by the due date, a reminder will be sent the following day, with a second reminder after 7 days.

If payment has not been received in full after 21 days from the date of the invoice, clients will be advised they have a further 48 hours to make the payment, or service will be suspended effective from the participant's next scheduled session. This will be communicated via email and text message.

Once the outstanding payment has been received in full, service will resume as soon as practicable.

Due to a high demand for service, placements suspended for late payment will be held for a maximum of 60 days from the date of oldest overdue invoice. After 60 days a suspended placement is forfeited and will be made available to other participants.

Abacus uses email and internet services to support a highly productive workplace and to facilitate business communication. Staff are permitted and encouraged to use email and internet applications where such use is secure, appropriate and supports the goals and responsibilities of their position and/or duties.

Abacus uses recognised social media platforms to promote Abacus services and to advance understanding of Applied Behaviour Analysis therapies. Abacus is committed to taking all steps to ensure that staff, clients and students are aware of the expectation that the use of social media in association with Abacus business is ethical, transparent and appropriately controlled to protect the confidentiality and sensitivity of individuals and the company, in accordance with relevant regulatory obligations.

## 5. DEFINITIONS

TERM	MEANING
Client	Participant's representative (typically parent/carer/guardian)
Charge	Demand (amount) as a price for service rendered or goods supplied
Fee	Payment made to a professional person or to a professional or public body in exchange for advice or services
Suspended	Temporarily prevent from continuing

## 6. RELEVANT DOCUMENTATION

- Service Agreement
- Client Handbook
- NDIS Pricing Arrangements and Price Limits (previously NDIS Price Guide)
- NDIS Support Catalogue

## 7. RELEVANT LEGISLATION

- NDIS Act 2013 (Cth)
- Australian Charities and NFP Commission Act 2012 (Cth)

## 8. RELEVANT POLICIES

- Financial Management Policy
- Individual Programs Policy
- Quality Management Policy
- Travel Policy
- Infection Control Policy

## FEES, CHARGES AND PAYMENTS POLICY

### DOCUMENT CONTROL

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<b>Review notes</b>	Amendments: <ul style="list-style-type: none"><li>• Addition of agency-managed clients to invoicing</li><li>• Short notice cancellations updated according to updated NDIS Pricing Arrangements and Price Limits</li><li>• COVID exemption added for short notice cancellations</li><li>• Rule change around late pick-up</li><li>• Change of wording in payments</li><li>• Change of timeframes around suspension</li></ul>
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