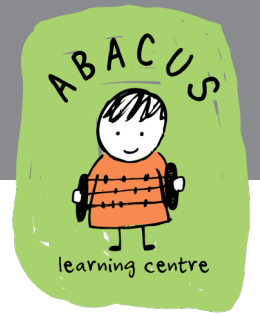


# FEES, CHARGES AND PAYMENTS POLICY



## INTRODUCTION

Abacus Learning Centre Ltd, ACN 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) Price Guide accordingly.

## PURPOSE

This policy sets out Abacus's position on invoicing of fees and charges and payment terms. 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.

## APPLICATION

This policy applies to all clients receiving services from Abacus Learning Centre.

## POLICY DETAIL

### Fees and Charges

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

Abacus reserves the right to alter its fees and charges at any time.

Abacus will publish its fee schedule on the Abacus web site, 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 consultation.

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.

### Invoicing

Abacus will invoice clients weekly for the previous week of service.

Prices will be itemised in the invoice. If there are any questions about an invoice or for some reason fees cannot be paid within the time-period, the client is required to contact the Executive Director – Finance & Development to discuss.

For Self-Managed NDIS clients and self-funded clients, invoices will be sent to the email specified by the client.

For clients who are Plan Managed, the invoice will go directly to the Plan Management agency and a copy sent to the client if requested.

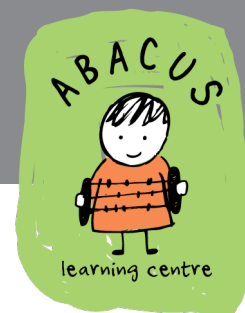
If contact details have changed, the client is required to let Abacus know as soon as possible so that we can update our records. If an invoice is unable to be sent to the intended recipient, other methods will be made to contact the client.

### 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 via credit or debit card, or by cheque. Abacus does not accept cash payments.

# FEES, CHARGES AND PAYMENTS POLICY



## Late payments

The full amount of the invoice is due within seven days from the date of the invoice. A reminder will be sent if payment has not been received within the seven-day term.

If payment has then not been received in full after ten days from the date of the invoice, and no other arrangements are in place, clients will be advised of a suspension of service if payment is not received within 48 hours. This will be communicated via email and text message.

If payment not made or other arrangements in place after the 48-hour notice period, then service is suspended immediately. The client will be notified of this suspension via email and text message.

Once the outstanding payment/s have been received in full, service will resume within the next fortnight.

Due to a high demand for service, placements suspended for late payment will be held for a maximum of 30 days from the date of invoice. After 30 days a suspended placement is forfeited and will be made available to other prospective or existing clients.

## EVALUATION

Approval and Review	
Date of commencement	01/06/2020
Version	2.0
Written by	Executive Director Finance & Development
Approved by	Board of Directors
Date of review	15/04/21
Due for review	15/04/23

Review History		
Date	Version	Details
1/12/19	1.0	New policy
15/04/21	2.0	Amendments: <ul style="list-style-type: none"><li>• Clients to be invoiced weekly</li><li>• Change to process for emailing of invoices to Self-Managed/Self-Funded and Plan Managed</li><li>• Change to process for late payments</li></ul>