

Introduction

Abacus Learning Centre is committed to delivering high-quality, individualised therapy and educational programs for children with additional support needs.

Abacus sets its fees in accordance with the NDIS Pricing Arrangements and Price Limits (1 July 2025 – 30 June 2026) issued by the National Disability Insurance Agency (NDIA).

All applicable NDIS supports delivered by Abacus are charged in line with current price limits and are GST-free where compliant with NDIS legislation.

Purpose

This policy outlines Abacus's approach to:

- Fees and charges
- Invoicing processes
- Payment terms
- Cancellations and non-attendance
- Programs of Support
- Late pick-ups
- Management of overdue accounts

This ensures transparency and consistency for all families and participants.

Application

This policy applies to all participants receiving services from Abacus.

A copy is provided within the Welcome Pack prior to the participant's initial meeting and forms part of the Service Agreement.

Policy Statement

Fees and Charges

Abacus fees are set in accordance with the NDIS Pricing Arrangements and Price Limits and are reviewed annually, typically effective 1 July.

Abacus reserves the right to adjust fees where:

- NDIA price limits change
- Additional service components apply (e.g., travel, non-face-to-face supports where permitted)
- Program sustainability requires adjustment

Families will receive a minimum of one month's written notice of any fee change. A revised Schedule of Supports will be issued for agreement and signing.

Fees are individualised following intake and assessment and are formalised within a Service Agreement.

Participant admission is subject to mutual agreement and acceptance of the Service Agreement and this policy.

Invoicing

Invoices are issued twice weekly for services delivered in the preceding period and itemise:

- Support item number
- Description of service
- Date and duration
- Applicable rate

FEES, CHARGES & PAYMENT POLICY

Method

- Self-managed participants: Invoice sent to the nominated email address
- Plan-managed participants: Invoice sent to the Plan Manager (copy available upon request).
- NDIA-managed participants: Service booking created via the NDIA portal with participant consent.
- Participants must notify Abacus promptly of any change in contact or billing details.

Short Notice Cancellations (or No Show)

Under current NDIA rules, a Short Notice Cancellation occurs when:

- The participant gives less than 2 clear business days' notice, or
- The participant does not attend, or
- The participant is not present at the agreed time and location

Where permitted under the Pricing Arrangements, Abacus may charge 100% of the agreed support fee if:

- The Service Agreement includes a short notice cancellation clause
- The support item allows short notice cancellation charging
- Abacus was unable to reallocate the clinician to alternative billable work
- Staff are required to be paid for the scheduled time

The same support item that would have been delivered is used for claiming.

If cancellations become frequent or unusual, Abacus will discuss this with the family to ensure supports remain appropriate and sustainable.

Long Notice Cancellations

Where 2 or more clear business days' notice is provided, no cancellation fee will apply (unless the participant is enrolled under a Program of Support)

Programs of Support (POS)

Abacus operates on a four-term structure and delivers services as Programs of Support of up to 12 weeks.

Participants may exit a Program of Support by providing 10 clear business days' written notice. Where a participant ceases attendance without providing notice (unplanned exit), Abacus may claim up to four consecutive weeks from the date attendance ceased, in line with NDIA rules. New Programs of Support may be entered into by mutual agreement at any time.

Late Pick-Up

A late pick-up occurs when a student is collected after their scheduled session finish time.

Late pick-up fees:

- Are not claimable under the NDIS
- Are charged as a private, out-of-pocket expense
- Will appear on the invoice as a non-NDIS charge

Payments

Payment is due within 7 days of invoice date, unless otherwise agreed.

Accepted payment methods:

- Bank transfer
- Credit or debit card (bank surcharge applies)
- Cheque

Cash payments are not accepted.

Families experiencing:

- NDIS funding shortages
- Financial hardship

FEES, CHARGES & PAYMENT POLICY

- Difficulty meeting due dates

Are encouraged to contact the Intake & Planning Team 03 59798891 promptly to discuss arrangements and avoid service interruption.

Late Payments

If payment is not received:

- Reminder issued after 1 day
- Second reminder issued after 7 days
- Final notice issued after 14 days

If payment remains outstanding 48 hours after final notice, services may be suspended until the account is paid in full. Services may resume once payment is received.

Definitions

Term	Meaning
Abacus	Abacus Learning Centre
Client	Participant's representative (parent/guardian/carer)
Fee	Payment for professional service
Charge	Cost applied for service delivery
Suspended	Services temporarily place on hold

Relevant Documentation

- Service Agreement
- Schedule of Supports
- Client and Student Handbook
- NDIS Pricing Arrangements and Price Limits (1 July 2025 – 30 June 2026)

Relevant Legislation

- National Disability Insurance Scheme Act 2013 (Cth)
- Australian Charities and Not-for-profits Commission Act 2012 (Cth)

Related Policies

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

Review:

Annually or sooner if legislative changes, significant incidents, or audit findings require updates

DOCUMENT CONTROL

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**FEES, CHARGES & PAYMENT
POLICY**

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