

# FOUNDATION FIRST SPEECH PATHOLOGY

## TAKING PAYMENTS POLICY

<b>Approved By:</b> The board of United Allied Health Services Pty. Ltd.	<b>Version</b> 1.1
<b>Approval Date:</b> Jan 2023	<b>Next Scheduled Review</b> Jan 2025

*Policy*

Payments for appointments, in the case of private payment families and families who are not externally funded (including but not limited to National Disability Insurance Scheme, Department of Criminal Justice, Family and Community Services etc.), are given two options for taking payments:

1. Families are required to save their details securely in Medipass where payments are securely requested. Chronic Disease Management Plans can also be processed with rebates being paid directly by Medicare into the nominated bank account. All transactions will be processed the Thursday *following* their appointment.
2. Families can pay via a text message generated by Medipass and securely pay for their appointment in clinic following their appointment.

All transactions will be requested completed by an authorized member of Foundation First speech Pathology staff in alignment with our Confidentiality and Privacy Policy.

Families may dispute payments taken in accordance with our Complaints Policy or directly to Sarah Moran (Director of Foundation First Speech Pathology) via phone on (02) 9735 3692 or via email at: [sarah@foundationfirstsp.com](mailto:sarah@foundationfirstsp.com)

Families have the right to decline this method of payment and will be referred to another service provider for a payment process that suits their needs.

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