

FOUNDATION FIRST SPEECH PATHOLOGY

PAYMENT POLICY

Approved By:	Sarah Moran	Version	1.1
Approval Date:	July 2026	Next Scheduled Review	Jan 2027

Policy

Foundation First Speech Pathology Taking Payments Policy for Private Paying Clients

1. Introduction

This policy outlines the payment options and procedures for families who are privately paying for speech pathology services and are not externally funded (including but not limited to the National Disability Insurance Scheme [NDIS], Department of Communities and Justice, etc.).

2. Payment Options

Families are given two options for making payments:

2.1 Secure Payment via TyroHealth

- Families are required to save their payment details securely in TyroHealth, 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 on the Thursday following their appointment.

2.2 Payment via Text Message

- Families can pay via a text message generated by TyroHealth and securely pay for their appointment with the clinician following their appointment.

3. Transaction Processing

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

4. Payments Due

Invoices are required to be paid in full seven (7) days from the date of the invoice being issued. It is the responsibility of the parents, carer, or client to notify Foundation First Speech Pathology of any delays or problems processing payment for services provided. Failure to pay invoices in accordance with this policy on 2 or more occasions will result in discontinuation of services, in accordance with the Ceasing Services Policy.

5. Cancellation Policy

Parents, carers or the client must adhere to the cancellation policy outlined in the Cancellation Policy. Failure to comply with the cancellation policy may result in charges for the scheduled service.

6. Dispute Resolution

Families may dispute payments taken in accordance with our Complaints Policy or directly to Sarah Moran (Director of Foundation First Speech Pathology) via phone at 0468 641 156 or via email at sarah@foundationfirstsp.com.

7. Right to Decline Payment Method

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

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Foundation First Speech Pathology Taking Payments Policy for NDIS Funded Participants

1. Introduction

This policy outlines the terms and conditions for payments and responsibilities for families seeking support funded by the National Disability Insurance Scheme (NDIS) through Foundation First Speech Pathology. All participants and their nominees must agree to and complete a Service Agreement, which stipulates their rights, responsibilities, and payment for services, including in-person supports, non-contact billable supports, travel (both time and kilometres travelled), and reports or resources essential to providing an appropriate service. This policy also includes the cancellation policy and method of payment.

2. Payment Terms

2.1 Self-Managed Participants/Nominees

- Participants or their nominees who self-manage their child's NDIS fund are required to pay within seven (7) days of the invoice being issued.

2.2 Plan-Managed Participants/Nominees

- Participants or their nominees who are plan-managed have a responsibility to approve invoices when a service has been provided and communicate with Foundation First Speech Pathology if there are delays in providing payment for a service.

2.3 NDIA-Managed Participants/Nominees

- Foundation First Speech Pathology is not a Registered NDIS Provider and cannot accept participants who are NDIA-Managed.

3. Responsibility for Fees and Charges

All participants and their nominees who access services through the NDIS are personally responsible for any fees or charges incurred in the provision of speech pathology services provided in the following cases:

- There is inadequate funding in the NDIS plan to pay for all services provided.
- A service provided and agreed to by the participant or nominee is rejected by NDIS after the fact.
- The participant's or nominee's funding has changed management (from NDIA-managed to self-managed).
- The participant's or nominee's plan ends, and the new plan cannot be used to pay for services invoiced under the prior plan.

4. Cancellation Policy

Participants and their nominees must adhere to the cancellation policy outlined in the Service Agreement. Failure to comply with the cancellation policy may result in charges for the scheduled service.

5. Method of Payment

Payments can be made via bank transfer or any other method agreed upon in the Service Agreement. Participants and their nominees are responsible for ensuring timely payment as per the terms outlined in this policy.

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6. Compliance with NDIS Legislation and Rules

This policy is designed to comply with all relevant NDIS legislation, rules, code of conduct, and price guide. Foundation First Speech Pathology is committed to providing services in accordance with these standards to ensure the highest quality of care and support for participants.

7. Dispute Resolution

Participant's and Nominee's may dispute payments taken in accordance with our Complaints Policy or directly to Sarah Moran (Director of Foundation First Speech Pathology) via phone at 0468 641 156 or via email at sarah@foundationfirstsp.com. Complaints may also be made to the NDIS Commission as per the Service Agreement.

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