

TLC Payment Policy June 2022

In order for us at TLC to be able to run a sustainable business and keep serving our community it is important that we have a transparent and explicit policy and procedure on payment terms.

All plan managed clients are required to provide their plan manager details for invoicing purposes before beginning assessment or intervention.

TLC will send all invoices to your elected plan manager, however, **please note if you do not have a support coordinator it is your responsibility to notify us when your funding is running low. It is not the plan manager's responsibility to do this.** You must let us know as soon as possible if your funding is running low so we can adjust your service accordingly.

Your plan manager is required to send you a statement at least each month detailing:

- how you used your NDIS funding
- how much NDIS funding you have left
- if you are spending your NDIS funding too fast or too slow

If you have a support coordinator, they will contact us to let us know if your funding is running low. Please make sure to give a copy of your support coordinator's contact details to our administration team.

If you do not have a support coordinator, you will need to contact us if your funding is running low.

If you are having difficulty paying your invoice please do not hesitate to contact us to discuss. We would rather help you and your family in the early stages than get to the point of multiple reminders and phone calls. Thank you in advance for your understanding and helping us to be able to provide this therapy service to our community.