

## **TLC Payment Policy April 2023**

TLC is a small family run business and we rely on prompt payment of invoices to ensure that we are able to pay our employees and manage our running costs. In order for us to continue serving our community it is important that we have a transparent and explicit policy and procedure on payment terms.

### **All fees are due on the day of service**

We are able to store credit card details (stored securely and encrypted) so that payments can be made easily if accessing regular sessions.

#### **If an invoice is not paid on the day:**

1. You will receive an overdue invoice reminder the following day and subsequent appointments will be suspended.
2. If an invoice remains unpaid for 3 days you will receive a friendly reminder email and also a phone call or SMS from our support team. Upcoming services will remain suspended.
3. If an invoice (or invoices) remain unpaid for 7 days on an account, **services will be cancelled.** Following payment of outstanding invoices you will be offered a place on the waitlist.
4. If an invoice or invoices remain unpaid for 30 days or more we will engage a debt collection agency to commence formal collection proceedings.

\* Clients who repeatedly pay invoices after the date of service will be asked to move to the waitlist until such a time as they are in a position to consistently pay on the day of service.

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.

**Self-managed NDIS clients:** If you are having difficulty paying your invoices on the day of service it may be worth considering a change to 'Plan Managed'. In this way, all invoices are paid by a third party of your choice and you will have no up front costs. Please speak to our support team if you would like more information.

Thank you in advance for your understanding and helping us to be able to provide a service to our community.