



Payments Policy

Purpose

To ensure a clear, simple, and transparent payment process for all clients receiving services from Divergent Health.

Scope

This policy applies to all clients receiving therapy services, including Art Therapy, Speech Therapy, and Occupational Therapy, billed under the NDIS support budget of Capacity Building Supports—Improved Daily Living.

Compliance with NDIS Regulations

All charges for travel and short activities comply with the National Disability Insurance Scheme (NDIS) Pricing Arrangements and Price Limits.

Policy Details

- Billing and Invoicing:**
 - All services will be billed against the NDIS support budget under Capacity Building Supports—Improved Daily Living.
 - An invoice will be sent to the email address nominated by the client for each support provided.
- Payment Terms:**
 - Each invoice must be paid within one week (7 calendar days) of receipt.
 - Prompt payment ensures the continuation of high-quality services without interruption.
- Fee Structure:**
 - We are committed to keeping our fees as simple, transparent, and accessible as possible.
 - No charges will be applied for activities that take less than 10 minutes, including brief communications and other ad-hoc short time frames.
- Travel Time Fees:**
 - One-way travel time is capped at a maximum of 30 minutes.

- Travel time costs are calculated at our support fee rate of \$193.99 per hour, ensuring fairness and transparency.

Contact Information

For any questions or concerns regarding this policy, please contact Divergent Health at:

- Email: payments@divergenthealth.com.au
- Phone: [+61 403 623 965](tel:+61403623965)