

Debtor Management

Community Therapy maintains a clear and consistent debtor management procedure as part of its Financial Management Policy and Procedure.

Debt Prevention and Limitation

The Managing Director is responsible for establishing effective billing processes and efficient payment collection methods. The Managing Director will determine appropriate processing timeframes for the following in regards to services delivered under the NDIS:

- Agency-managed plans - Payment Request through NDIS Provider Portal;
- Plan-managed plans - Invoice to Plan Management Provider; and
- Self-managed plans - Invoice to consumer

For all other service types, invoice due dates and payment terms are clearly noted on Community Therapy invoices and the financial management system tracks overdue timeframes.

Debtor Management

Outstanding debts will be reviewed on a weekly basis by the Managing Director, who will decide upon the appropriate action to be taken.

Records of all interactions with debtors will be maintained in Community Therapy's financial management system.

If the Administration Team is successful in speaking to the debtor and in gaining assurance of prompt payment, the Administration Team will record the promised date for payment in the financial management system and email or post the debtor a reminder if required.

If the Administration Team is not successful in gaining assurance of prompt payment, they will pass management of the debtor onto the Managing Director.

If the Managing Director is successful in speaking to the debtor and in gaining assurance of prompt payment, they will record the promised date for payment in the financial management system and email the consumer a reminder. If appropriate, a payment plan may be agreed.

If the debtor is not contactable, the Managing Director will check the debtor's file and speak to any of the debtor's alternative contacts to check if they are overseas, in hospital, or otherwise unavailable.

If there is no acceptable reason for non-payment, the Managing Director will consider withdrawing/terminating services with immediate effect. If so, they will inform the debtor in writing via email or post.

If the debtor is self-managing their NDIS plan and there are doubts about the consumer's capacity to self-manage, the Managing Director will contact the NDIA.

If a debt is not paid within this timeframe, and an agreed payment plan has not been reached, the Managing Director will ensure that services are withdrawn or terminated with immediate

effect if this has not already occurred.

The Managing Director will inform the debtor in writing and decide the further action to be taken (for example, arrangements for debt collection and/or liaison with the NDIS provider payments team if the debtor is a NDIS participant or plan management company).

In the event that an NDIS participant that is self or plan managing the NDIS plan has exhausted their funding and has outstanding debts to Community Therapy then these debts will be payable by the participant.

Finalising Debts

The Managing Director may accept a reasonable request for payment by instalments, provided agreement is reached on the terms and the timeframes. Such agreements are to be in writing and confirmed by both parties, with a copy provided to the debtor and a copy retained on the debtor's file.

In the event of a payment default the full amount of the debt will become due for payment and will be referred to a debt collection agency appointed by Community Therapy.

The decision to pursue the debt after understanding the financial implication of referring the matter to a debt collection agency is at the discretion of the Managing Director.

If you have any questions about our Debtor Management Policy and Procedure, please contact our Administration Team on 1300 031 935 who will direct your enquiry to our Managing Director.