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## Dishonoured Payment Policy

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### 1. INTRODUCTION

Life Skills & Adventures is unable to carry fees and charges for dishonored cheques, payments or direct debits (unless there are extenuating circumstances).

### 2. POLICY

Any cost incurred to the service due to dishonored payments will be charged to the parent/client within the following month or at the deemed appropriate time.

Should a payment (Cheque/Direct Debit) be rejected a dishonor payment fee will be charged to the customer based on the rate charged by the financial institution or third party suppliers of the service.

If an NDIS funding claim is rejected, it will be the parent/client's responsibility to pay for any outstanding amount owed.

### 3. SCOPE

The scope of this policy applies to all approved Camp Programs undertaken by Life Skills & Adventures.

### 4. ROLES AND RESPONSIBILITIES

Department/Area	Role/Responsibility
Customer Service / Co-ordinators / Director	Ensure dishonoured payments are reported to the Director. Contact the customer to arrange payment of the outstanding fees. Parents/Clients must have any outstanding fees paid by the end of the month or before their next attendance – whichever one is sooner.
Director	Follow up to ensure that the Dishonoured/Rejection payments are monitored. Handle customer complaints.

### 5. MONITORING, EVALUATION AND REVIEW

The ongoing monitoring and compliance of this policy will be overseen by the LSA Director. Each program will complete an annual self-assessment against this procedure, associated policy and the legislated standards from which it was drawn.

The evaluation of the policy will be facilitated by the LSA Director using stakeholder feedback to drive continuous improvement and reflect service users' comments where practical.