



Ability Beyond Boundaries Ltd (ABB)
Building Pathways, Breaking Barriers

Fees, Payments, Cancellations and Refunds Policy

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1. Purpose and scope

Ability Beyond Boundaries (ABB) is committed to clear, fair and accessible payment arrangements. It covers NDIS supports, private services, events, workshops, training and social enterprise purchases. Donations are separate from service and ticket payments.

Prices, payment dates and cancellation terms will be explained in your agreement, quote or booking information before you commit. Deadlines vary by activity. No term removes your legal rights.

2. Clear prices and informed agreement

Before a purchase or service begins, ABB will explain the service or item, what the price includes, the total payable and any applicable GST. Mandatory booking or payment charges will be disclosed in the total price as required. Optional extras and their cost will be identified separately.

For services, we will explain rates, billing arrangements and any permitted charges for travel, materials or other agreed costs. Price changes will be communicated before they apply; existing bookings or agreements will be handled according to their terms and the law.

Ask us if you need a verbal explanation, accessible information, Persian-language assistance or help with a payment link. You may involve a trusted person or advocate. We will not pressure you to purchase services or extras you do not want.

3. Payment methods, invoices and receipts

Use the payment method or official payment link supplied by ABB for the particular booking or invoice, including PayPal where offered. An enquiry or registration submission does not itself confirm payment; we will explain how to complete and confirm your booking.

Invoices and receipts will clearly identify the purchase or service, relevant dates, amounts and payment status. Due dates will be stated in your invoice or agreement. Please keep your receipt or payment reference and contact ABB if confirmation is missing or a charge appears incorrect.

Do not send card details through enquiry forms, email or messages. Payment platforms handle transactions under their own terms and privacy arrangements. ABB will protect payment-related information and share it only as needed or as permitted or required by law.

4. NDIS supports and billing

NDIS supports will be agreed with the participant or their authorised representative, with understandable information about services, costs, payment and changes. ABB will comply with the pricing schedules, price limits and claiming requirements applicable at the time of service. Prices must be fair and justifiable.

NDIA-managed: ABB submits eligible claims to the NDIA through the provider system.

Plan-managed: ABB sends invoices to the nominated plan manager as agreed.

Self-managed: ABB invoices the participant or authorised payer under the agreed arrangement.

Only eligible supports and permitted charges may be claimed from a plan. General admission tickets, meals, purchases and ordinary activity costs are not automatically NDIS-funded because a person is an NDIS participant. We will distinguish those costs from disability support charges and explain any private payment before agreement.

Travel, transport, non-face-to-face work and other additional claims must meet applicable NDIS rules and be agreed in advance where required. ABB will not add unpermitted administration fees, payment charges or gap payments to regulated supports. Prepayments or deposits will only be sought where lawfully permitted.

A rejected claim or exhausted budget does not automatically make the participant personally liable. ABB will investigate the issue, discuss options and rely only on lawful, clearly agreed payment obligations. We will correct billing errors and avoid duplicate claims.

5. NDIS cancellations and missed supports

Please tell ABB as soon as reasonably possible if you cannot attend or no longer need a booked support. Your service agreement will explain how to cancel and the notice period relevant to that support.

A cancellation or non-attendance fee may be charged only where agreed and permitted under the applicable NDIS rules. ABB will check the support item, notice given, permitted amount, and all relevant claiming conditions, including alternative billable work and worker payment requirements where applicable. Cancellation charges will be identified clearly; they will not be recorded as supports delivered.

We will consider individual circumstances, including illness, emergencies, disability and communication barriers, when deciding whether to waive or reduce a permitted charge. Repeated cancellations will prompt a discussion about barriers and whether support arrangements need to change.

If ABB cancels a support or cannot provide it, the participant will not be charged a participant cancellation fee. We will discuss an alternative and consider continuity and safety needs. Any exceptional NDIS program-of-support arrangement must be separately explained, agreed and compliant with applicable rules.

6. Payment difficulties or disputed invoices

Contact ABB promptly if you cannot pay or disagree with an invoice. We will explain the charge, review relevant records and discuss appropriate options, which may include an agreed payment arrangement. Discounts or fee waivers are considered individually and are not automatic.

We will not retaliate for a billing complaint. Changes or ending of ongoing disability supports must address the service agreement, applicable obligations, continuity and safety needs. Supports will not be automatically withdrawn without considering safety.

7. Events, workshops, training and purchases

The booking information will state the fee, inclusions, payment deadline and any cancellation, transfer or refund conditions. If an activity is free, that will be made clear. ABB will not impose an undisclosed cancellation charge after booking.

If you cancel, miss an activity or change your mind, any refund or credit will depend on the fair terms explained before purchase and your legal rights. Please contact ABB as early as possible. Where practical, we may offer a transfer, rescheduling or credit; these options are subject to availability and do not replace a refund to which you are entitled.

For goods, catering or other social enterprise orders, the quote or order information will explain applicable deposit, delivery and cancellation arrangements. Goods and services remain subject to applicable consumer guarantees.

8. When ABB cancels or changes an activity

We will notify affected customers as soon as reasonably possible. If ABB cancels a paid activity, we will offer a refund of the fee for the part not provided. You may choose an available alternative or credit, but will not be required to accept one instead of that refund.

If ABB makes a major change to a paid event, we will explain the change and offer a refund where required by consumer law. For other service changes or interruptions, we will explain the options and provide the remedies required by law. Circumstances outside ABB's control will be assessed under applicable law and booking terms; they do not create a blanket exclusion of your rights.

9. Refunds and billing corrections

Contact ABB with your name, booking or invoice reference, payment details sufficient to locate the transaction, and the reason for your request. Do not send full card details. We will help you make the request if you need communication or language assistance.

ABB will assess requests fairly and promptly, explain its decision and arrange any refund or correction due. Duplicate payments, overpayments and incorrect charges will be corrected. Where NDIS funding was used, a correction or repayment will be directed through the appropriate funding or payment process rather than treated as a personal cash refund.

Refunds will normally return to the original payment method or payer where possible. We will confirm the amount and expected processing time; payment platform processing may affect when funds appear. Any deduction must be lawful and justified. A processing fee will not automatically be withheld from a refund owed under consumer law.

Nothing in this policy excludes rights to remedies for goods or services that fail consumer guarantees. A booking described as non-refundable cannot remove those rights.

10. Questions, complaints and review

Use ABB's website Contact page or speak to a staff member or the Executive Director. You may ask for an invoice review or raise a complaint under ABB's Feedback and Complaints Policy. Independent support is available through NSW Fair Trading at nsw.gov.au/fair-trading, or for NDIS provider concerns through the **NDIS Commission: 1800 035 544**.

The Board and Executive Director will review this policy annually and when pricing or legal requirements change. Read it with ABB's Rights and Responsibilities, Confidentiality, and Feedback and Complaints policies and the relevant service or booking agreement.