



## SERVICE PAYMENT INSTRUCTIONS

The person/s responsible for payment of the service is identified in the documents submitted at intake to the service; **Financial Agreement**.

### Intake Fee

Phoenix Rising For Children (PRFC) will provide an invoice to the financially responsible person/s following receipt of the Service Agreement and Referral Forms. The intake fee is included in the pricelist.

### Supervision Service Fee

PRFC require payment in advance for each service date. Payment is required a minimum 2 working days prior to the arranged visit. When the service arrangement has been finalised, the accounts department will issue an invoice to you for the first visit. Payment is accepted by bank deposit or internet transfer.

PRFC require internet transfers to be in advance of the scheduled service to allow for the funds to arrive in the PRFC account. For visits scheduled on a Saturday, Sunday or Monday, payment is required no later than the Thursday prior; by 5pm. Payment in advance will ensure the booking is confirmed and ready to proceed.

Charges that occur on the day of the visit may include mileage, tolls, venue entry fees, parking etc. These charges will be agreed upon with PRFC in advance. Additional charges may be billed after the visit if a change occurs without notice affecting the costs of the service.

### Bank deposit or internet transfer details:

Account Name: Phoenix Rising For Children  
Bank: St George Bank  
BSB: 112 879  
Account: 066797702

When making your payment please reference with your child's surname, invoice number or some other reference number so we can clearly identify your payment and allocate to your account.

Once you have completed the transfer please notify the PRFC office by emailing a receipt to the following address: [jane@phoenixrising.org.au](mailto:jane@phoenixrising.org.au)

### If we have not received your advice of payment, the visit may not proceed.

PRFC will respond to your email confirming we have received your payment. If you do not receive a response, please make contact with the PRFC office to ensure we are aware of the funds deposit.

Should you require more information please contact our Team:  
P: 02 9873 3992 during business hours (9am-5pm Monday Friday).

In cases of emergency only, outside of business hours, please call 02 9873 3992, an after-hours mobile contact will be provided.