



MELBOURNE PODIATRISTS & ORTHOTICS THIRD-PARTY AGREEMENT

This form is for clients who wish to set up a third-party account with Melbourne Podiatrists & Orthotics including:

- Private third-party accounts
- Plan-managed NDIS accounts
- Support at Home Program accounts

NB. An alternative option to a third-party account is for clients (who are capable) to pay their invoices on the day and then send their receipts to their third-party for reimbursement. This preferred method results in better overall service and uninterrupted podiatry treatment.

Provider details

Melbourne Podiatrists & Orthotics
Suite 2 Level 1
277 Camberwell Road,
CAMBERWELL VIC 3124

ABN: 27 439 737 423

Ph: (03) 9882 5584

Fax: (03) 9882 5599

Website: <https://www.melbournepodiatristsandorthotics.com.au/>

Third-party details

Company / Name: _____

Address: _____

Contact number: _____

Email address for invoicing: _____

Contact name (if applicable): _____

Client details

The third-party is acting on behalf of the following client:

Name: _____

DOB: _____

Address: _____

NDIS no. (if applicable): _____



Invoicing

All invoices for the client will be sent to the third-party via email for payment. All third-party invoices will incur an account fee.

NB. Melbourne Podiatrists & Orthotics will not change their invoicing method, lay out, or submit invoices via third-party portals to suit third-parties. If a third-party cannot accept standard invoicing via email, then Melbourne Podiatrists & Orthotics will not enter into a third-party agreement.

Payment

Payment terms are 14 days from date of invoice unless an alternative time frame is arranged with the provider. Payment is accepted via EFT - bank details for payment will be supplied with each invoice.

Please submit remittance to reception@mpao.com.au.

NB. We are a small business without a dedicated accounts team. All accounts are handled by our receptionist team, so we heavily rely on remittance. Failure to submit remittance may result in an account remaining outstanding.

Agreed services

Under a third-party agreement we can only provide basic podiatry services to clients including:

- General foot care -nail cutting, corn, callus removal
- General foot assessment, diagnosis and treatment advice

To provide clients with more advanced treatment and supports including:

- Gait analysis
- Custom and prefabricated orthotics
- Nail surgery
- Shockwave therapy
- Other podiatry services or products

we will require prior financial approval and payment from the third-party.

Fee schedule

The following consultation costs are current from 1st July 2026.

Initial podiatry consultation Senior Podiatrist 30 mins	(item 002) = \$150 standard	\$135 concession
Initial podiatry consultation 30 mins	(item 002) = \$145 standard	\$130 concession
Subsequent consultations 30 mins	(item 012) = \$115 standard	\$104 concession

NB. All third-party accounts are subject to a \$8.50 account fee in addition to any consultation fee. Consultation fees and account fees are subject to price increases on the 1st of July each year.



Appointments

Appointments can be made for clients by calling the clinic on (03) 9882 5584 or via the online bookings page on our website.

NB. Melbourne Podiatrists & Orthotics do not accept bookings via email and will not call clients to arrange their appointments. Booking an appointment is the responsibility of the client or their third-party representative.

Cancellations without notice & failure to attend appointments

Failure for the client to attend their appointment under a third-party agreement such as:

- failing to attend
- failure to give at least 24 hours' notice of cancellation
- arriving more than 15 minutes late to the appointment, causing the provider to reschedule

will result in the full consultation fee plus an account fee being charged. There will be no warnings given to clients with third-party accounts.

Terms & conditions

1. The third-party agrees to pay all invoices and charges from the provider relating to the client, according to the agreed invoicing and payment terms.
2. Melbourne Podiatrists & Orthotics will not change their invoicing method, lay out, or submit invoices via third-party portals to suit third-parties. If a third-party cannot accept standard invoicing via email, then Melbourne Podiatrists & Orthotics will not enter into a third-party agreement.
3. Future consultations and appointments for the client will only proceed once invoices are fully paid. If accounts remain outstanding, then we will have no option but to defer treatment until full payment is received from the third-party.
4. Failure to pay invoices according to the agreed payment terms may result in Melbourne Podiatrists & Orthotics cancelling the third-party agreement.
5. The client will be requested to pay any outstanding invoice that is not paid by the third-party according to the agreed payment terms.
6. Melbourne Podiatrists & Orthotics will not enter into any other agreement with a third-party that effectively positions us as a subcontractor, subjects us to fee capping or reduces our operational independence.
7. Melbourne Podiatrists & Orthotics will not provide third-party providers with extra compliance documents such as police checks and insurance documents. All of our podiatrists are registered with AHPRA and as a fully regulated AHPRA profession, the podiatry board's registration standard covers these requirements.
8. Melbourne Podiatrists & Orthotics has the right to refuse or cancel any third-party agreement if they feel the agreement is not genuine.



9. Either party may terminate the third-party agreement by providing written notification to the other party and the client.

Signed and agreed by:

Signature of third-party representative

Date

Name of third-party representative

This form must be signed by the third-party and emailed to reception@mpao.com.au before a third-party agreement can start. It is the client's responsibility to ensure this has been set up prior to their appointment.

Incomplete or unsigned forms will result in a void third-party agreement and the client will be solely responsible for consultation fees.