# Simplifying your Tax Invoice / Statement

As part of our commitment to improving your ARRCS experience, we we have redesigned and simplified key information on our Tax Invoice / Statement to help you better understand and action your bill.

### We have simplified 4 key things:

- Summary of services
- How much you need to pay

- When you need to pay by
- More payment options than ever before

We know there are further improvements to make, and we're continuing work to be able to provide better clarity on the detailed service descriptions around the key areas of quantity, rate and unit of measure, to enhance them further.

We can now offer you more contactless payment options and the choice to receive your statements direct to you by email, avoiding delays and costly postage.

#### **Your Statement Billing** address

The address of the property we're sending your bill to - the address we supply services to may be different.

#### Your account details

Who received the services, your customer number, Blue Care ID, NDIS Provider Number if applicable.

#### **Your Account Summary**

A summary of your past (except if this is your first ever bill) and present true opening balances, including:

- The amount you owed us when we sent your last bill
- · What you paid towards that bill
- Any amount still owing ie balance brought forward which is your Opening Balance carried over to this bill from the last one
- Your new service charges for this billing period



need so you can remain independent at home and with your community.

BPAY

Biller Code: 300426

Ref: 1234 5678 90

Telephone & Internet Banking - BPAY®

Contact your bank or financial institution to make this payment from your cheque, savings, debit or transaction account. More info: www.bpay.com.a

Talk to our friendly staff today. 08 8982 5200

**DIRECT DEBIT** 

To setup direct debit via

1800 770 208

ABN: 88 167 926 132

cheque, savings, credit or alternatively centrepay call

We're here

for you

VISA OR MASTERCARD

Call 1800 976 833

Select Option 5 to make payment. Key in the Ezidebit Details when promited or visit:

rrcs.pay.ezidebit.com.au

Ref 1234 5678 90

**HOW TO PAY** 

1 of 3

This section, along with information on Page 2 outlines the different payment methods you can use to pay your bill, and any payment fees that might apply.

**Important** Messages

We may provide useful information or tips here.

Statement period

The period of time

covered by this Tax

Invoice /Statement.

The due date is the

date you need to

The amount due

you need to pay

(including GST).

look different if:

You're on a payment plan or

set up

The amount due can

Your account is in

credit or you don't owe us anything

have a direct debit

pay your bill.

Is how much

**Due Date** 

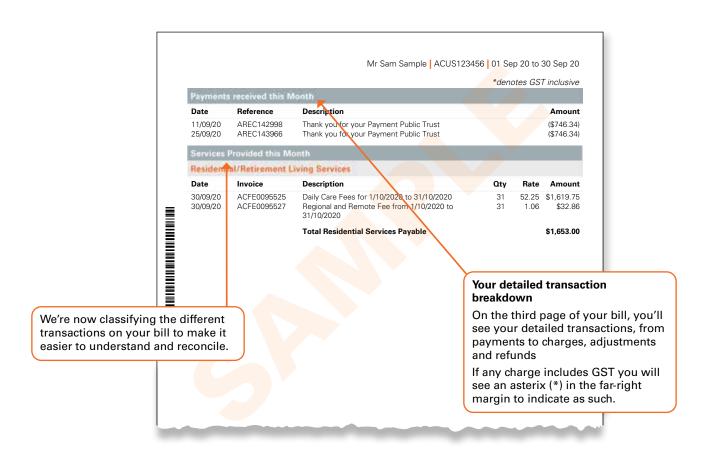
These statement images are for illustration and indicative only.

1800 770 208

arrcs.org.au



How to pay





## Paperless statements are easy, convenient, contactless and better for the environment.

Some clients have told us they want to go paperless and receive their statements via email. So you can now opt in to receive your Tax invoice / Statement via email. Call us on 1800 770 208 to opt in and and you will start receiving ARRCS Tax invoice / Statement via email from the next available statement run.

