



Community Guide: How to pay for an AV activity registration

Updated November 2025

This document contains information on **how to pay for an AV activity registration**.
If you are making a membership payment: please visit the [AV website membership portal](#) for membership-specific payment information.

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Payment options

We have three payment options available:

- PayPal (with or without a PayPal account)
- Credit card
- Bank transfer via an invoice

Please scroll down for further information and step by step instructions on each type.

Steps involved

When you have completed the activity registration form, the next screen will prompt you to review the information you have selected.

You will also be asked to choose a payment type: **Invoice Me** or **Pay Online**.

- If you would like to pay via **PayPal or credit card**, select **Pay Online**.
 - The website will take you to the AV PayPal portal.
 - Please scroll down to **Option 1: Pay via PayPal** or **Option 2: Pay via credit card** for more information on paying via PayPal or via credit card.



- If you would like to pay via **bank transfer**, please select **Invoice Me**.
 - You will receive an invoice via email for your purchase. You can use the bank transfer details in the invoice to pay via bank transfer.
 - Please scroll down to **Option 3: Pay via bank transfer** for more information on paying via bank transfer.
 - NB: payments made via bank transfer can take a few days to clear and be allocated to your account. If you are registering for a group taking place in the next 24 hours, please be aware that your funds may not be cleared in time for you to receive your registration confirmation email.

Option 1: Pay via PayPal

Payments made via the AV website use a secure PayPal gateway to process payments.

- **If you have an existing PayPal account**, you can log into your PayPal account and continue your payment, or you can settle the payment via credit card using the PayPal platform without logging into your PayPal account.
- **If you do not have an existing PayPal account**, you can choose to create one as part of your payment.
- **If you would prefer not to create a PayPal account**, please see below for more information on making a payment via credit card.
- You should receive a confirmation email within a few minutes of completing your online payment.

Option 2: Pay via credit card

The AV website uses the PayPal portal to process credit card payments.

If you would like to pay via credit card without an associated PayPal account, or without logging into an existing PayPal account, you are welcome to do this.

To make a credit card payment using the PayPal website

- When the PayPal screen appears, scroll down and select the guest checkout option "Pay by card".
- This will allow you to pay using your credit card details.
- The PayPal website will ask you for all of the usual details associated with a credit card payment including your card details and your contact details including your address.
- Your card payment will be made via the PayPal website, but you will not be required to create a PayPal account.
- You should receive a confirmation email within a few minutes of completing your online payment.



Option 3: Pay via bank transfer

If you would prefer to pay using your **online banking app** or via **manual payment in a bank branch**, please select the “Invoice Me” option.

- You will receive an invoice via email. The invoice may take a few minutes to come through. Please also check your spam or junk folder. If you don't receive it within ten minutes, you're welcome to call AV for assistance.
 - If you are registering for a group, program, or event, you may also receive a notification to advise you that your registration is not yet complete and is still pending payment.
- The invoice includes the details you will need to pay via bank transfer:
 - the **BSB and account number** of AV's bank account
If you can't find these, please see the AV bank account details below.
 - the **invoice number**.
- Please either log into your banking app on your phone or computer or take the invoice to your bank and use the bank transfer details provided to make the payment.
- Important: Please **include the invoice number in the payment description**.

This will assist our accounts team to find and allocate your payment in our system.

NB: payments made via bank transfer can take a few days to clear and be allocated to your account. If you are registering for a group taking place in the next 24 hours, please be aware that your funds may not be cleared in time for you to receive your registration confirmation email.

AV account details

Account name: Aspergers Victoria

BSB number: 083 081

Account number: 426287846

How to get a copy of your invoice

You should automatically receive a copy of your invoice via email when you register for an activity.

If you didn't receive it, you can view your invoice online via your AV profile.

- Go to the [AV website](#)
- Click the person icon in the top left corner
- Enter the email address linked to your AV profile
- Enter your password and click “Log in”
 - If you have forgotten your password, you can [request a password reset link to be sent to your email inbox](#).
- Click the person icon in the top left corner again
- Click “View Profile”
- In your profile, click the “Invoice and Payments” tab



- This shows you all of your past and current invoices and payments
- To view an invoice or payment, click the invoice.

If you need a PDF copy of an invoice, please email our AV admin team to request this.

How to use credit on my AV profile towards a future registration.

If you have credit on your account from a previous registration, please ensure that you have credit in your account, in most cases you are most welcome to use this. You should automatically receive a copy of your invoice via email when you register for an activity.

If you didn't receive it, you can view your invoice online via your AV profile.

- Go to the [AV website](#)
- Click the person icon in the top left corner
- Enter the email address linked to your account and your password.
- Once logged in, click the person icon in the top left corner again.
- Click 'View Profile'.
- Click 'Invoices and Payments'.

Important information for individuals receiving support from the NDIS

You are welcome to use the payment method that suits you or that you have been asked to use by your NDIS contact.

- If you prefer to **pay AV and be reimbursed by your NDIS provider**
 - Please pay via the method of your choice.
 - When the payment is complete, you will receive a receipt in your inbox.
 - Please forward this to your NDIS provider to seek reimbursement.
- If you prefer your **NDIS provider to pay AV:**
 - Please **forward your invoice to your NDIS provider.**
 - Please ask them to **include the AV invoice number in their payment or remittance** as this helps our accounts team to find and allocate incoming bank transfer payments more quickly.
 - Please be aware that payments made using this method can take several weeks to clear. weeks to identify and allocate a payment without an invoice number.

For assistance or more information

If you have questions or if you need assistance, please contact our admin team.

- Call 0480 385 710, or [email us](#).
- The AV phone is switched on from 9am to 5pm, Monday, Tuesday and Thursday.
- Please note that our email inbox is not monitored outside business hours.