

How We Bill For Services

Fees

Current fees are outlined in our fee schedule document.

Billing

Fees are charged and are to be settled on the day of service. Fees can be paid via EFTPOS, Direct Debit or cash. Medicare rebates are available for processing to eligible clients. We accept third party payees, but conditions apply, please contact us directly about any other billing issues including Third Party Payments.

Fees are charged in accordance with the schedule of fees. This schedule of fees is updated yearly based on the recommended fees by the Australian Psychological Society. Changes to fees will be advertised to our clients visiting our clinic prior to an increase. The amount charged corresponds to the clinicians billing rate and the time taken to provide the service.

When you ring think.grow.connect you will be provided with general information about our fees and services. More information can be found on our website and will be provided during your intake appointment. You can clarify the cost of service at any time and choose not to proceed.

Examples of a billed service include:

- Face to face, videoconferencing and phone consultations
- Speaking with a third party (e.g. teacher or other health professional with your consent)
- Reviewing past reports or communication outside a consultation time
- Making referrals to other professionals outside a session (with your consent)
- Case Meetings (e.g. with schools, with other professionals)
- Travel time to meetings outside of our clinic
- Letters
- Report writing

Other important billing information:

- **We do not split payments**, bills are to be paid by one parent/carer. If parents are separated or would like to share the cost of intervention, they need to make a private arrangement.
- We are a fee for service clinic and do not offer bulk-billed or free services.
- We do not offer email consultations. If you or someone else sends an email in relation to your case we will review the correspondence and fees will apply for that time if an action is completed outside the consultation time.
- Payments are to be made on the day of the appointment. Payments that are not made on that day will incur an additional cost in accordance with our schedule of fees.

Policy updated: 13/06/2023



- Third Party Payments are set under our Third Party Billing Policy and are not subject to this information.