



Fee Policy

We want our fees to be clear and predictable. This policy explains what you may be charged, when you need to pay, and how different funding and rebates work at Playology.

If you are ever unsure about a fee, please ask us. We would much rather explain it before a service is provided than have you surprised by an invoice.

1. How our fees are calculated

Each discipline has a standard hourly rate, which is listed in our [Fee Schedule \(PC-007.004\)](#). Fees are calculated based on the total clinician time allocated to the service. That time may include both time spent with you and/or your child and the client-specific clinical work required to provide the service.

For transparency, our Fee Schedule and (where possible), the information below show how clinician time is allocated across different types of services.

2. Therapy appointments

Therapy appointments are services with a registered allied health professional, including psychologists, speech pathologists and occupational therapists. Fees for these services include both the time you can expect to spend with your clinician and time allocated for the client-specific clinical work that supports the appointment.

Appointment Type	Total clinician time	Time with you/your child	How it works
Initial Therapy Appointment	75 minutes	Up to 60 minutes	Used when starting therapy with a discipline, or generally when returning to that discipline more than 6 months after your last appointment.
Standard Therapy Session	60 minutes	Up to 45 minutes	Our usual therapy appointment. The remaining time is available for notes, planning and follow-up.
Extended Therapy Session	75 minutes	Up to 60 minutes	Provides additional therapy time when this is clinically appropriate. The balance of time is available for associated clinical work.
Problem-Solving Session	90 minutes	Up to 60 minutes	Allows additional time for more complex problem-solving, review, follow-up, planning or collaborative work alongside the appointment.
Additional clinical time	15-minute increments	—	Can be added where further clinical work is required beyond the time already allocated. Use for both direct and indirect services.

Email: admin@playologyclinic.com.au

PH for appointments: 03 9752 1571

www.playologyclinic.com.au



How appointment time is used

Why is the total clinician time longer than the time we spend together?

Your clinician's work doesn't end when the face-to-face part of your appointment finishes. The remaining allocated time is used for client-specific clinical work, such as clinical documentation, reviewing relevant information, planning supports, preparing resources and completing follow-up.

When is an Initial Therapy Appointment needed?

Initial Therapy Appointments provide additional time to review current history, strengths, needs and goals and plan therapy. They apply separately to each discipline and are generally required when starting therapy with that discipline for the first time, or returning to that discipline after more than 6 months.

For example, if you have continued Speech Pathology but your last Occupational Therapy appointment was more than 6 months ago, you will generally require a new Occupational Therapy Initial Therapy Appointment.

When might an Extended Therapy Session be used?

An Extended Therapy Session can be booked in advance when additional therapy time is likely to be helpful. Sometimes it may also become clear during a Standard Therapy Session that more time would be beneficial. If the clinician has availability, with your agreement, the appointment can be extended on the day.

Extending an appointment on the day is always subject to clinician availability and may not be possible if another client is booked afterwards.

For more information about how we use direct and indirect clinician time, please see our [Session Structure Policy \(PC-008.007\)](#).

3. Therapy Assistant Services

Therapy Assistant services are provided under the direction of a treating clinician and are charged at the Therapy Assistant hourly rate listed in our Fee Schedule. Therapy Assistant services may include direct work with you and/or your child, as well as other agreed activities that support therapy goals.

Most Therapy Assistant services have a minimum booking period, which is outlined in our Fee Schedule.

4. Other billable work

At times, you and your child's therapy team may agree for some work to be completed outside of your usual direct appointments. Depending on the type of work, this may be completed by your therapist or Therapy Assistant and will be billed at their applicable hourly rate.

Email: admin@playologyclinic.com.au

PH for appointments: 03 9752 1571

www.playologyclinic.com.au



This may include:

- parent/carer appointments;
- problem-solving or review appointments;
- liaison with schools, kindergartens or other professionals;
- reports and letters;
- client-specific therapeutic materials; and
- other clinical work agreed with you.

If additional clinical work will result in an additional fee, we will discuss this with you before completing the work.

5. Assessments

Our assessments use a building-block model. This means we build an assessment from the individual assessment blocks needed to answer the referral question, rather than every person completing the same fixed assessment package.

Depending on the assessment, this may include:

- developmental history or an initial assessment appointment;
- direct assessment and/or observation;
- standardised questionnaires and information from other people;
- consultation with educators or other professionals;
- assessment scoring, analysis and interpretation;
- report development and finalisation; and
- a feedback appointment and report provision.

We have common assessment pathways to provide a guide to what an assessment may involve and its likely cost. These are examples only, as the assessment will be tailored to the individual.

Some assessments focus on understanding a particular area of functioning, while others are designed to answer a diagnostic question. Diagnostic assessments can sometimes require additional components if the initial findings do not provide enough information to reach a well-supported conclusion.

How assessment blocks are charged

Assessment blocks generally include both the appointment with you or your child and the associated clinical work required to complete that component, such as scoring, analysis, interpretation and report writing.

Each assessment is made up of a number of assessment blocks, with each block relating to a particular part of the assessment – for example, developmental history, cognitive assessment, questionnaires, direct assessment or observation, or consultation with educators or other professionals.



Email: admin@playologyclinic.com.au

PH for appointments: 03 9752 1571

www.playologyclinic.com.au



We will discuss the recommended assessment plan and expected fees with you before proceeding. If additional assessment blocks become necessary during the assessment, we will discuss these and any additional fees with you before proceeding.

If an assessment does not proceed to completion, you remain responsible for assessment blocks already undertaken and the associated clinical work required to complete those blocks. Any assessment blocks that have not commenced will not be charged.

Our current assessment blocks, example pathways and fees are listed in our *Fee Schedule*.

6. Outreach appointments and travel

For appointments at a school, kindergarten, home or other community location, an outreach appointment fee and per-kilometre travel charge apply. The kilometre charge includes the return journey.

Other costs, such as parking or tolls, may also apply. We will let you know the expected travel arrangements when organising an outreach appointment.

Current outreach fees and kilometre rates are listed in our *Fee Schedule*.

7. Group therapy programs

Group fees vary because different programs may have different session lengths, adult-to-child ratios, numbers and types of clinicians, resources and materials, and program structures. Group fees are set upfront for each program and will be clearly communicated before bookings open.

Payment and cancellation arrangements for each group will be communicated before booking and may differ depending on the program structure.

8. Retail products

Playology may sell products and resources that families can choose to purchase. Payment is required at the time of purchase. Product prices include GST where applicable.

A clinician may recommend a product they think could be helpful, but you are never required to purchase that product from Playology. You are welcome to source a suitable product elsewhere.

If you plan to use NDIS funding to purchase a product, please check that the product can be purchased using your funding and that you have enough funding available before purchasing it. If NDIS funding is not available, you remain responsible for the cost of the product.

Email: admin@playologyclinic.com.au

PH for appointments: 03 9752 1571

www.playologyclinic.com.au



Returns and refunds

Returns, refunds, repairs and replacements will be provided where required under the Australian Consumer Law. For change-of-mind purchases, Playology may accept a return or exchange at our discretion if the product is unused, in its original condition and packaging, and proof of purchase is provided.

Some products, such as our oro-facial myology kits, may not be eligible for change-of-mind returns for hygiene, safety or other reasons.

9. Late cancellations and missed appointments

Our cancellation cut-off is 9:00 am on the business day before your appointment.

What happens?	Fee
Cancel or reschedule before the cut-off	No cancellation fee
Cancel or reschedule from 9:00 am on the business day before	Full scheduled fee
Don't attend your appointment	Full scheduled fee

For a Monday appointment, the cut-off is usually 9:00 am on the Friday before. Public holidays and clinic closures can change the relevant business day.

Where possible, we will offer alternatives to use the appointment time to continue working towards your child's goals. For example, it may be possible to change an in-person appointment to telehealth or use the time for a parent/carer session, goal review, resource creation or report. This depends on the type of appointment, what is clinically appropriate and clinician availability.

If a late cancellation or non-attendance fee applies, it will be invoiced electronically and is due within 3 business days. Medicare and private health insurance rebates are not available for late cancellation or non-attendance fees.

Group programs may have different payment and cancellation arrangements depending on the program structure. Any group-specific arrangements will be communicated before booking.

If appointments are regularly cancelled or missed, we may need to review your ongoing booking arrangements.

For more information, including what happens after a missed first appointment or repeated cancellations, please see our [Late Cancellation Policy \(PC-007.002\)](#).

10. Paying for services

Payment is generally required on the day your service is provided, unless we have agreed to another payment arrangement or an approved third party is being invoiced directly.

Email: admin@playologyclinic.com.au

PH for appointments: 03 9752 1571

www.playologyclinic.com.au



For appointments at Playology, payment is made at reception. Payment can be made before, during or after your appointment.

For appointments starting at 3:30 pm or later, we ask that payment is made before the appointment so our Client Care team can process payment while they are available. For earlier appointments, payment can usually be made at reception after the appointment. Families may also choose to keep a card securely on file for payment. If our Client Care team is not available to process payment at the time of your appointment, we will either process payment using your card on file (if you have chosen this option) or send you an invoice electronically.

For telehealth and outreach appointments, payment using a securely saved card on file is preferred where you have chosen this option. If you do not have a card on file, we will send you an electronic invoice following the appointment, which is due within 3 business days.

Accepted payment methods

Playology is a cashless clinic. Payment can be made by credit or debit card using our EFTPOS facilities, a securely saved card on file where you have chosen this option, or by card using the payment link provided on an electronic invoice. Bank transfer is not available as a routine payment option. Alternative arrangements may apply where we have agreed to invoice an approved third-party payer directly.

If we send you an invoice

Invoices are due within 3 business days, unless we have agreed to another arrangement. Services completed outside an appointment, such as reports, liaison or other agreed clinical work, may be invoiced when the work is completed. Some approved third parties, including NDIS plan managers, can be invoiced directly. Their applicable payment arrangements may differ. Invoices and receipts are sent electronically. Please let us know if your contact or billing details change.

11. Funding support

Depending on your circumstances and the service you receive, you may be able to use Medicare, private health insurance, NDIS funding or another third-party funding arrangement towards the cost of services. Eligibility and claiming requirements vary between funding options.

Playology does not charge different fees for the same service based on how that service is funded. Our fees reflect the cost of providing the service, which does not change depending on whether you are paying privately or accessing Medicare, private health insurance, NDIS funding or another funding source. What may differ is how your payment, invoice or claim is processed.

By accessing a service from Playology, you are responsible for the fee for that service, including where an expected rebate, funding source or third-party payment is unavailable or does not cover the full amount.

Email: admin@playologyclinic.com.au

PH for appointments: 03 9752 1571

www.playologyclinic.com.au



The exception is where Playology has directly agreed with a third party that they will be responsible for the cost of the service and we will invoice them directly. For example, this may occur where a school engages Playology to provide an assessment and agrees to pay the assessment fee.

11.1 Medicare

Playology is a private billing clinic and is not able to offer bulk billing services.

If your service is eligible for Medicare rebates:

1. you pay the full Playology fee;
2. where eligible, we can generally process your Medicare claim at the time of payment; and
3. Medicare pays the applicable rebate into your nominated bank account.

You are responsible for making sure you have a valid referral and enough eligible Medicare sessions remaining.

If we are unable to process your Medicare claim at the time of payment, you can claim the rebate directly from Medicare using the receipt we provide. This may occur, for example, if Medicare is unable to confirm your eligibility or remaining sessions at the time of the claim, or if there is an issue with the referral or claim information.

You may also choose to submit an eligible Medicare claim yourself rather than having Playology process it for you.

Medicare rebates are not available for:

- services provided by provisional psychologists;
- services provided by Therapy Assistants;
- late cancellation or non-attendance fees; or
- services that do not meet Medicare's claiming requirements.

Medicare determines whether a rebate is payable and the amount of that rebate. Playology cannot guarantee that Medicare will accept a claim.

11.2 Private health insurance

Some Playology services may be eligible for a private health insurance rebate. The amount you can claim depends on your health fund, level of cover, clinician and service.

Where eligible, we can generally process private health insurance claims at the time of payment. If we are unable to process your claim, we will provide the receipt or information you need to claim directly from your insurer. You may also choose to submit your claim directly to your insurer yourself.

It is your responsibility to check whether your private health insurance covers a service and whether any claiming limits or requirements apply. If a rebate is not available, cannot be processed at the time, or your

Email: admin@playologyclinic.com.au

PH for appointments: 03 9752 1571

www.playologyclinic.com.au



insurer declines the claim, you remain responsible for paying the full Playology fee. You can then follow up or submit the claim directly with your insurer where applicable.

Please note that services provided by provisional psychologists and Therapy Assistants are generally not eligible for private health insurance rebates.

11.3 NDIS funding

Playology provides services to self-managed and plan-managed NDIS participants.

You are responsible for ensuring that sufficient NDIS funding is available for the services you book with Playology, including within the relevant funding period and the dates of your current NDIS plan. If NDIS funding is not available, is declined or cannot be used to pay for a service provided, you are responsible for paying the fee privately.

This may occur if:

- there is not enough funding remaining in the plan or current funding period;
- the participant's plan has expired or changed;
- the service selected or provided is not funded within the participant's NDIS plan; or
- the NDIA or plan manager cannot pay the invoice because of an issue with the participant's funding.

How payment is managed depends on how your NDIS funding is managed:

- *Self-managed:* Our usual payment arrangements apply and we will provide the appropriate invoice or receipt for NDIS claiming. We understand that some self-managed participants may need to claim from their NDIS funding before they are able to pay for a service. If this applies to you, please speak with our Client Care team so we can discuss whether an alternative payment arrangement can be agreed.
- *Plan-managed:* We can send invoices directly to your nominated plan manager. You are responsible for ensuring that sufficient NDIS funding is available to cover the services you book with Playology, including within the relevant funding period and the dates of your current NDIS plan. If an invoice cannot be paid using the participant's NDIS funding, the outstanding amount becomes your responsibility and may be reissued to you for private payment.

Whether your NDIS funding is self-managed or plan-managed, you are responsible for making sure there is enough funding available for the services you book with Playology, including within the relevant funding period and the dates of your current NDIS plan. If NDIS funding is not available, is declined, or cannot be used to pay for a service that has already been provided, you are responsible for paying the fee privately. This applies to both self-managed and plan-managed clients.

11.4 Other third party funding

In some circumstances, another organisation may fund Playology services. This might include an employer, insurer, government agency such as the Department of Veterans' Affairs, school or other organisation.

Email: admin@playologyclinic.com.au

PH for appointments: 03 9752 1571

www.playologyclinic.com.au



Where you engage Playology to provide a service, you remain responsible for the fee, even if you expect or have arranged for a third party to fund or reimburse the service. If the third party does not pay, does not approve the service or only covers part of the fee, you remain responsible for any outstanding amount.

This is different where a third party directly engages Playology to provide a service and agrees to be responsible for the cost. In this case, payment will be managed in accordance with our agreement with that third party.

You are responsible for providing accurate information about any third-party funding arrangements, requirements, limits or approvals before services are provided.

12. Overdue accounts

If an invoice becomes overdue, we will remind you.

If payments continue to be overdue, we may:

- ask you to pay the outstanding balance before further services are provided;
- require payment at the time of future services rather than allowing invoices;
- pause or release future appointments until the account is brought up to date or another payment arrangement is agreed; and/or
- take reasonable steps to recover the outstanding amount.

If an account needs to be referred for debt recovery or legal action, you may also be responsible for reasonable recovery costs where permitted by law.

Having difficulty paying?

Please contact us as early as possible. We understand that circumstances can change. Where appropriate, we may be able to agree on a different payment arrangement, including extensions and payment plans.

13. Changes to our fees

We will give you at least 4 weeks' notice of planned changes to our fees.

If a fee needs to be altered because of a regulatory change that is out of our control, and it is not reasonably possible to give 4 weeks' notice, we commit to providing as much notice as practicable.

14. Agreement

By booking or receiving services with Playology Clinic, you agree to this Fee Policy and the fees in our current Fee Schedule. Where relevant, our Late Cancellation Policy and NDIS Service Agreement also apply.

Email: admin@playologyclinic.com.au

PH for appointments: 03 9752 1571

www.playologyclinic.com.au



If you have questions about a fee or aren't sure how a service will be charged, please ask our Client Care team before the service is provided.

Email: admin@playologyclinic.com.au

Phone: 03 9752 1571

Website: www.playologyclinic.com.au

Thank you for choosing Playology Clinic for your child's care.



Email: admin@playologyclinic.com.au

PH for appointments: 03 9752 1571

www.playologyclinic.com.au