



Fee Policy

Playology Clinic is committed to providing exceptional allied health services for children and families. To ensure a transparent, efficient, and seamless billing process, we have outlined our fee policy below. We ask that all families review and sign this policy to ensure clarity around invoicing, payment, and any debt recovery processes.

1. Fees for Services

All services provided by Playology Clinic are billed according to the current fee schedule, which is based on the specific service provided and the time allocated for the session. Our fees are subject to review, and any changes will be communicated to families in advance.

2. Billing and Invoices

- **Automatic Payments:** If you have a card on file, payment will be processed automatically the business day after your appointment. You will receive a receipt once the payment has been successfully processed.
- **Invoicing:** If you do not have a card on file, an invoice will usually be issued the business day after your appointment, with payment due within 7 days.
- **Delays in Processing:** While we always endeavour to process invoices the next business day, occasional delays may occur due to factors outside our control (e.g., system maintenance, public holidays, or administrative delays). If you have not received an expected invoice, please contact us.
- **Invoice/Receipt Delivery:** Invoices and receipts will be sent electronically to the email address on file. Please ensure we have your correct contact details to avoid delays.

3. Payment Options

Playology Clinic offers the following payment options:

Preferred Option: Automatic Card Payments

- We use Halaxy to securely process payments, which is an industry-standard practice for allied health clinics.
- Halaxy stores card details using Braintree (a PayPal company), ensuring secure encryption and compliance with financial security standards.
- We do not have access to your full card details—only the last four digits are visible to us for reference.
- If you opt for this method, your card will be automatically charged at the time of your invoice being processed (usually the business day after your appointment). You will receive a receipt once the payment has been successfully processed.

Email: admin@playologyclinic.com.au

PH for appointments: 03 9752 1571

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Manual Invoice Payments

If you prefer not to store a card on file, an invoice will be issued:

- Invoices are also used for Plan Managed NDIS clients and will be sent directly to the plan manager.
- Payment is due within 7 days.
- Payment methods:
 - Credit/Debit Card: Secure online payment is available through the link in your invoice.
 - *This is the fastest method, as payments are auto-tracked within Halaxy.*
 - Bank Transfer: Details will be provided on the invoice.
 - *Please note that bank transfers require manual reconciliation and are only processed once per week, which may delay your receipt.*
- Receipts for manual invoice payments are issued once payment has been reconciled. Credit card payments are tracked automatically and a receipt is generally issued within one business day, while bank transfers take longer due to manual processing.
- We strongly recommend card payments for efficiency and to avoid payment delays.

4. Extra Detail for Medicare Clients

- **Private clinic with gap fees**: Playology Clinic is a private billing clinic and does not offer bulk billing. Families accessing Medicare-rebatable services should be aware that a Medicare referral does not mean the session is free, and a gap payment will apply.
- **Manual Claims by Family**: For Medicare clients, it is the responsibility of the family to submit claims manually. Our system is unable to process Medicare claims on behalf of minors.
- **Provisional Psychology and Therapy Assistant Services**: Please note that services provided by provisional psychologists and therapy assistants are not eligible for Medicare rebates.
- **Client Responsibility**: Families are responsible for ensuring that the correct claims are submitted to Medicare, and Playology Clinic is not responsible for any issues related to the submission or processing of claims.

5. Extra Detail for NDIS Clients

For families accessing services under the National Disability Insurance Scheme (NDIS), the following applies:

- **Plan Managed NDIS Clients**: Playology Clinic will submit invoices directly to your NDIS plan manager. The payment process will be in accordance with the terms set by your plan manager.
- **Self-Managed NDIS Clients**: Invoice terms are the same as private fee paying clients. We will provide NDIS compliant invoices to
- **Responsibility of Client/Family**: It is the responsibility of the client or family to ensure that:
 - The services scheduled can be covered by the NDIS plan.
 - There are sufficient funds available in the plan to cover the cost of services.
 - The supports listed in the NDIS plan are in line with the services provided.
- If the services are not covered under the NDIS plan or if there are insufficient funds available, the client/family will be responsible for paying the full cost of the services. We encourage families to confirm with their plan manager and/or NDIS planning representative that the services provided are within the scope of their NDIS plan and that funds are available before services are scheduled.

6. Extra Detail for Clients Using Private Health Insurance

- **Client Responsibility for Claims:** For families with private health insurance, it is the responsibility of the client to submit claims for health insurance rebates directly to their insurer. Playology Clinic does not process claims on behalf of clients.
- **Non-Covered Services:** Sessions with provisional psychologists and therapy assistants are generally not covered by private health insurance. However, these services are offered at a lower rate in light of this.
- **Non-Eligible Services:** If your health insurer does not cover specific services, the client will be responsible for paying the full cost of those services. Playology Clinic is not responsible for determining which services are covered by your insurer.

7. Non-Payment

In cases where payments are not made within the stated 7-day period, Playology Clinic reserves the right to take the following actions:

- **Late Payment Fee:** A \$25 late payment fee will be applied to any outstanding balances after 7 days.
- **Suspension of Services:** If accumulated invoices are not paid:
 - Over \$1,000 or more than 3 months overdue, services may be suspended until the outstanding balance is cleared.
 - We will notify you in writing before suspending services to allow you to address the overdue payment or set up a payment arrangement.
- **Persistent Non-Payment or Ignored Reminders:** If a family consistently ignores reminders or does not engage in communication regarding outstanding payments, Playology Clinic reserves the right to:
 - **Review of the family's account.** We will assess the trajectory of overdue payments, and, in some cases, we may implement stricter actions, including suspending future appointments or requiring a payment plan before scheduling any additional services.
 - This action will be determined based on the pattern of overdue payments and the family's communication history. We may take a more immediate approach if we see ongoing neglect of payment obligations.
- **Further Action:** If payment remains outstanding after 3 months, we may refer the debt to a collections agency or take legal action to recover the amount owed.
 - **Recovery Costs:** If an account is referred for debt collection or legal action, the client agrees to be fully responsible for all reasonable costs incurred by Playology Clinic, including but not limited to:
 - Collection agency fees and commissions,
 - Legal fees and court costs on an indemnity basis, and
 - Any administrative or enforcement costs.

8. Payment Assistance

If you are experiencing financial difficulty, please reach out to us as soon as possible. We understand that unforeseen circumstances can arise, and we are committed to working with families to find a solution. In some cases, payment plans or alternate arrangements may be offered.



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9. Contact Information

If you have any questions regarding this policy or require assistance with making a payment, please contact our administration team at admin@playologyclinic.com.au or call us at 03 9752 1571.

10. Agreement

By attending appointments at Playology Clinic, you acknowledge and agree to the terms outlined in this Fee Policy. We appreciate your cooperation and look forward to continuing to support your family.

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



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