

Fee and Cancellation Policy

Costs

- Fees are subject to change without notice.
- Perception Psychology Mackay is not a bulk-billing practice but does have a sliding scale for those facing financial difficulties. This is on a case-by-case basis. Please speak to your practitioner if you are having difficulty with payment.
- Clients who are attending under a third-party payer arrangement e.g., NDIS, WorkCover etc., will be billed at the recommended rate of the third-party provider.
- Mental Health Care Plans: We are not a bulk billing practice – you will have an out-of-pocket expense associated with attendance under a MHCP.
 - NB: We will endeavour to monitor the number of sessions you have attended with our service under each MHCP/referral, however, ultimately it is the client's responsibility to ensure you meet eligibility requirements to receive a rebate under the MHCP/Better Access program – i.e., seeking a review after the initial 6 appts, attendance of a certain no. of appts in a calendar year (10 or 20).

Electronic Processing of Fees

- Perception Psychology Mackay processes fees for appointments using HALAXY, a secure, web-based, medical platform. We require information for processing payment (a valid credit card) and information for processing rebates (bank account details).
- Fees will be automatically processed on the day of your appointment.
- If the payment is unsuccessful, you will be asked to make the payment manually. If the amount remains outstanding, subsequent attempts will be made to process the payment until it is finalised.
- Not all clients will be billed directly for our services, e.g., those with NDIS funding etc.; however, we still require your payment information to be stored on file to ensure receipt of payment as needed (i.e., if the third-party payer does not make payment in a timely manner)

Cancellation Policy

- Perception Psychology Mackay will provide appointment reminders 24 hours prior to your appointment.
- If you are unable to attend, please let us know immediately to allow other clients on the waiting list to be offered the appointment time.
- If you fail to provide sufficient notice (24 hours) we reserve the right to charge a cancellation fee - up to the full fee for your appointment.
- If there is a pattern of non-attendance/rescheduling of appointments, we reserve the right to refuse to provide ongoing appointments.