



PILBARA PSYCH
& ASSESSMENT

FEE INFORMATION, MISSED APPOINTMENT, CONFIRMATION POLICY, & CANCELATION POLICY

The following fees apply for Pilbara Psych & Assessment services:

Registered Psychologist 50min session for an adult client is \$240.00 payable prior to day of service.

Registered Psychologist 50min session for initial parent/guardians of child/adolescent client is \$250.00 payable prior to day of service.

Registered Psychologist 50min sessions for child/adolescent client is \$250.00 payable prior to day of service.

Registered Psychologist psychometric assessments are quoted at an initial appointment which is charged at above outlined fees, payable prior to day of service.

Case consultation (i.e. info gathering for assessments) with external 3rd parties (schools/teachers/allied health practitioners/gp) will be charged at an hourly rate of \$240.00.

Clinical assessments are invoiced and payable in full to confirm and commence assessment/s.

Clients with a GP referral and Mental Health Treatment Plan are required to pay account in full, Pilbara Psych & Assessment will submit your Medicare claim on your behalf and Medicare will deposit rebate into the bank account you have on file with Medicare Services Australia. Typically, you will be out of pocket approximately \$140.00 per session.

Bulk billing, DVA and discount session rates are not available.
Medicare Australia does not offer rebates for psychological assessment.

Confirmation Policy & Fee Processing:

In line with current industry standards, confirmation of client attendance is requested via appointment fee payment up to two business days prior to the scheduled appointment with the registered psychologist.

A reminder sms and email will be sent to the client requesting confirmation of the pending appointment three days prior to the scheduled appointment. Payments are processed up to two business days prior to the scheduled appointment. Please note, should no confirmation response be received three business days prior to the pending appointment, along with a declined credit/debit card payment, Pilbara Psych & Assessment reserve the right to offer the appointment time to alternative clients.

Credit/Debit card information is obtained, stored, and encrypted with 'Pin Payment'. By providing this information the client is consenting to payment being processed two days prior to their session or until the account has been finalised e.g., insufficient funds day of processing or of appointment.

Surcharges apply to Credit/Debit card transactions.

Domestic cards (Au currency transaction) 1.75% + 30c

International cards (Au currency transaction) 2.9% + 30c

Clients will be sent a link generated through the practice management system to a form requesting information to set them up in the Pin Payment system. This information includes credit card information for future fee processing. .

If a client disputes a payment processed through 'Pin Payments', Pilbara Psych & Assessment have the right to challenge the dispute and provide evidence that services were provided e.g., receipts, signed consent form, Medicare claims relating to date of service and/or previous appointments.

Cancellation & Missed Appointment Policy:

If, for some reason you need to cancel or postpone your appointment (incl. unplanned sickness/illness), please give the psychologist at least 48-hours' notice, otherwise you will be charged the full cost of the session. Please note, Medicare, DVA, and Private Health Insurers do not pay rebates on late cancellation fees or missed appointment fees.

If you cannot present at the psychology clinic due to illness/sickness, you are welcome to request a video or telephone appointment, instead of in person for your scheduled appointment time.

End of policy.

Last updated: 17 March 2023. Future updates will appear on this page.