Payments and Cancellation Policy

Balanced Perceptions Therapy & Consulting
Effective 15 October 2026

This policy explains when payment is required, how cancellations and refunds are handled, and the fees that apply to BPTC services. By booking or receiving services, you agree to these terms. Nothing in this policy limits any rights available under the Australian Consumer Law.

When you make a booking for yourself or another person, including a child, partner or family member, you agree to be financially responsible for that booking unless BPTC has agreed to a different payment arrangement. This includes the session fee and applicable cancellation or non-attendance fees. Making a booking does not, by itself, establish consent to treatment on behalf of another adult.

1 Payment

Payment responsibility and authority

Clients or other people accepting financial responsibility must provide valid payment details and ensure sufficient funds are available. A valid credit or debit card must be securely stored in our clinic management system unless BPTC agrees otherwise.

By providing a payment method and agreeing to pay for an appointment, you authorise BPTC to charge that method for session fees and any applicable cancellation, non-attendance or other agreed fees associated with that booking. For a child's appointment, the parent or guardian who accepts financial responsibility is responsible for those fees. For couple or family appointments, each person who separately authorises a payment method for the joint booking accepts responsibility for its fees. BPTC ordinarily uses the most recently used authorised method; if payment fails, BPTC may charge another method expressly authorised for that booking. A stored card alone does not establish authority to charge it for another person's fees.

Third-party funding arrangements

Where BPTC agrees to payment by an NDIS plan manager, government department, insurer or other third party, that arrangement applies. If the third party delays, declines or fails to pay, the person who has expressly accepted financial responsibility may be required to pay outstanding session or cancellation fees, but only where permitted by applicable law, funding rules and the relevant agreement. Clients must advise BPTC of changes to their funding arrangements. BPTC will not transfer a charge to a client where the applicable rules or agreement prohibit it.

Payment methods

BPTC accepts credit or debit cards through our clinic management system, BPAY, direct deposit and cash by prior arrangement. BPTC does not add a separate card or BPAY surcharge.

Direct deposit by OSKO: Please confirm the account name with BPTC before payment. | BSB 923100 | Account 307370984 | Reference: client's full name

Payment timing

Full payment is required at the time of booking. An appointment is not confirmed until payment has been received, regardless of how far in advance it is scheduled. This includes appointments where a Medicare rebate may apply; clients pay the full fee, not just the gap.

2 Session fees

Session type	Fee	When it applies
Business hours	$190	Monday to Friday. The session must finish by 4:00 pm.
After hours	$220	Monday to Friday. Applies when the session finishes after 4:00 pm.
Saturday	$250	Standard 50-minute session.
Sunday or public holiday	$365	By special request only.

Session type	Fee	When it applies
Assessment or intake	$220	All times.
Professional and administrative work	$250 per hour plus GST	Outside session time, billed in 30-minute increments.

Shorter, longer or specialised sessions may be arranged by agreement, with fees adjusted according to session length. Session fees are GST-free health services unless otherwise stated.

BPTC may update its fees and this policy from time to time. BPTC will give reasonable notice of material changes through its website, booking system or direct communication. Updated fees and terms apply prospectively from their stated effective date to appointments booked or services provided on or after that date. Any material change affecting an existing prepaid appointment will be communicated directly. Nothing in an update limits rights available under the Australian Consumer Law.

3 Medicare rebates

Payment and claiming

Where a session is eligible for a Medicare rebate, the full session fee must be paid at the time of booking. After the session, BPTC can submit the Medicare claim electronically through our clinic management system. Medicare pays any approved rebate directly into the bank account nominated for the claim. This may be the account already registered with Medicare or an alternative account that BPTC records in our clinic management system at your request. Please provide accurate bank details if you request an alternative account. All rebates are subject to Medicare eligibility and approval.

Medicare does not pay rebates for cancellation or non-attendance fees.

4 Cancellation, rescheduling and refunds

More than 48 hours notice

If valid cancellation notice is received more than 48 hours before the appointment, the full payment can be kept as credit towards a future appointment, with no deduction.

If the client requests a refund instead of a credit, a $10 refund administration fee will be deducted from the amount refunded. This applies regardless of the original payment method and covers the time involved in processing and reconciling the refund.

Less than 48 hours notice and non-attendance

Cancellations made with less than 48 hours notice and appointments recorded as Did Not Attend incur 100% of the scheduled session fee, except where otherwise required by law.

Appointments booked or changed within 48 hours

Appointments booked or moved to a new time within 48 hours of that appointment require full payment and are non-refundable if the client cancels or asks to reschedule again.

Cancellation by BPTC and statutory refunds

If BPTC cancels an appointment, the client may choose to arrange a replacement appointment, retain the full payment as credit or receive a full refund without any administration fee. Nothing in this policy limits refunds or other remedies required by law.

How to cancel

Cancellation notice must be emailed to info@balancedperceptions.com.au so both parties have an accurate time-stamped record. SMS, voicemail, verbal notice or a message given during a session is not accepted as valid cancellation notice.

Couple and family appointments

If one participant in a couple or family appointment cannot attend, another participant may attend instead if BPTC agrees that the appointment can proceed appropriately. If the joint appointment is cancelled, the usual notice and cancellation terms apply. Once a cancelled appointment has been released or allocated to another client, the original time cannot be guaranteed.

5 Additional professional fees

Professional or administrative work requested or required outside scheduled session time is charged at $250 per hour plus GST, billed in 30-minute increments. This may include:

- progress, attendance or summary letters
- document or report reviews

- communication with schools, solicitors, case workers or agencies
- advocacy, coordination or case-management activities

Comprehensive reports, case-note summaries, subpoenas and court-related work have separate fee structures and require pre-payment. Work requested by or compelled through a third party, including Child Protection or a court, remains the client's responsibility.

Further details are available at balancedperceptions.com.au/therapeutic-summary-observation and balancedperceptions.com.au/court-attendance-subpoena.

6 Acknowledgement

By accepting this policy, you confirm that you have read and understood it and agree to pay fees for bookings for which you have accepted financial responsibility, including applicable cancellation, non-attendance and administrative fees. Where you authorise a payment method for a joint booking, the payment-authority terms in Section 1 apply. Future fee and policy updates apply prospectively after reasonable notice. BPTC’s related policies govern reports, summaries, subpoenas and court attendance.