

Fees, Payments & Cancellations Policy

At Balanced Perceptions Therapy & Consulting (BPTC), we aim to keep all information about session costs, payments, and attendance expectations clear and transparent. The following outlines our current fees, payment processes, and cancellation conditions for both in-person and telehealth sessions.

Session Fees

Session Type	Fee	Notes
Business Hours (Mon–Fri, 10am–4pm)	\$185	Standard 50-minute session
After Hours (Mon–Fri after 4pm)	\$215	Standard 50-minute session
Saturday	\$245	Standard 50-minute session
Sunday / Public Holidays (by request)	\$355	Standard 50-minute session
Professional & Administrative Work	\$250/hr + GST	Outside session time

Shorter or longer sessions may be arranged by agreement. Fees are adjusted according to session length.

All session fees are GST-free health services unless otherwise noted.

Payment & Booking Policy

Appointments are confirmed once payment has been received.

Full payment is required at the time of booking, regardless of how far in advance the appointment is scheduled.

Payment can be made by:

- Credit/debit card (via Halaxy online booking)
- BPAY
- Direct deposit (EFT)
- Cash in person by prior arrangement only

Card and BPAY payments incur a small pass-through processing fee charged by the payment provider and shown before confirmation.

Direct Deposit Details (OSKO):

BSB: 923100

Account: 307370984

Reference: Your full name

Appointments are only confirmed once payment has been received.

Why Payment Is Required at Booking

When an appointment is booked, that time is reserved exclusively for you and cannot be offered to another client at short notice.

Pre-payment ensures appointments are managed fairly, reduces last-minute cancellations, and supports continuity of care for all clients.

Cancellation & Rescheduling Policy

More than 48 hours' notice

Your payment will be held as a credit for a future appointment or refunded on request.

Less than 48 hours' notice or non-attendance

The full session fee applies.

Cancellations must be made via email to:

info@balancedperceptions.com.au

SMS, voicemail, or verbal messages are not accepted as valid cancellation notice.

Additional Professional Fees (Outside Session Time)

Professional and administrative work outside scheduled sessions is charged at:

\$250 per hour + GST (billed in 30-minute increments)

This includes, but is not limited to:

- 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 matters have separate professional fee structures and require pre-payment.

Please refer to:

- Therapeutic Summary & Observation Policy
- Court Attendance & Subpoena Policy

Where work is requested by or compelled through a third party (including Child Protection or the Court), associated fees remain the client's responsibility.

Medicare Rebates & Private Health Insurance

BPTC supports eligible rebates to assist with access to care. Clients are responsible for monitoring their own rebate entitlements.

For Medicare-rebated services, the full session fee is payable upfront. Medicare processes rebates directly into your nominated bank account.

Mental Health Treatment Plan (MHTP)

Up to 10 Medicare-rebated sessions per calendar year with a valid GP referral.

Chronic Condition Management Plan (CCMP)

Up to 5 Medicare-rebated sessions per calendar year with a valid GP referral.

Private Health Insurance (Extras)

Clients pay the full fee and claim directly from their insurer where eligible.

Court-related services, comprehensive assessments, and report writing are not eligible for Medicare rebates.

Further Information

For full policy details, please refer to:

- Payments & Cancellation Policy (signed at intake)
- Therapeutic Summary & Observation Policy
- Court Attendance & Subpoena Policy