



---

# Fee & Cancellation Policy

## Version 3.0

*Last updated: 01/05/2026*

At Time & Space Psychology, we believe in transparency, collaboration, and gentle clarity around fees and bookings. Our aim is to help you plan confidently, avoid unwanted surprises, and understand how our small practice operates so we can support you safely and sustainably.

---

## 1. Therapy Fees

### **Individual therapy (child, adolescent, and adult): \$230 per 50-60 minute session**

This fee covers not only the session time, but also:

- planning and preparation
- resource development
- clinically required documentation
- administration that supports your care
- ongoing professional development to ensure safe, evidence-based practice

Our fee aligns with the standard rates for registered psychologists in private practice.

### **After-Hours Appointments**

Occasionally, and depending on clinician availability, we may be able to offer after-hours or weekend appointments upon request. Because these times fall outside our standard practice hours, an additional \$30 after-hours fee applies. We will always discuss this with you first, and will only book an after-hours session with your full agreement.

---

## 2. Rebates & Funding

### **Medicare**

- A rebate of \$98.97 per session may be available under a GP Mental Health Treatment Plan (GPMHTP).
- The rebate is processed after full payment and will be returned to your nominated bank account.
- Only therapy sessions (not assessment scoring, report-writing, or collateral interviews) are eligible for Medicare rebates.
- **Cancellation fees are not eligible for Medicare rebates**, as Medicare only rebates attended sessions.

---

## GP Chronic Condition Management Plan (GPCCMP)

- Up to 5 rebated sessions per calendar year may be available through your GP.
- These rebates apply only to therapy sessions.

## Private Health Insurance

Some private health funds provide psychology rebates depending on your policy. We recommend checking directly with your insurer.

*Please note: We do not offer HICAPS claiming. You will need to submit your receipt to access private health rebates.*

## NDIS

We work with:

- Self-managed participants
- Plan-managed participants

**We are not able to see NDIA/agency-managed clients.**

NDIS therapy fees are aligned with our standard rate of \$230 per session, which remains below the current NDIS price limit for psychology (\$232.99 as of July 2025, subject to annual NDIS price guide updates).

---

## 3. Assessment Fees

Assessment costs are based on our hourly rate of \$230 and are billed session-by-session, rather than as a single package. This helps make assessments more accessible and predictable.

Assessment components may include:

- intake and history-taking
- testing sessions
- scoring and interpretation
- observations (e.g. school or kindergarten)
- collateral interviews (e.g. teachers, caregivers)
- report preparation
- feedback sessions

## Screening Tool Fees

Some assessments require specific standardised screening tools that carry a publisher fee. These are one-off costs only charged if relevant to your assessment:

- ADHD screening tools: \$20
- Autism screening tools: \$30
- Combined AuDHD screening: \$40



- Learning assessments: screening fees vary depending on the tools required (we will confirm these with you beforehand)

We will always let you know what applies before moving ahead.

### **If You Are Unable to Continue an Assessment Mid-Way**

You will only be charged for the components already completed (e.g. sessions, scoring, or report-writing). Any remaining balance will be refunded.

### **Xero Invoices for Out-of-Session Work**

If we agree together that additional support is needed outside regular session time — such as a school observation, teacher meeting, or report-writing — you may receive a separate invoice via Xero. Xero invoices include clear instructions for secure online payment.

---

## **4. Travel Costs**

When a psychologist travels to an external location on your behalf — such as a school observation, home visit, or treating team meeting — travel costs may apply.

We follow the current NDIS travel rate guidelines, which include:

- **Travel time:** charged at our standard hourly rate (\$230), for time spent travelling to and from the location, up to a maximum of 30 minutes each way.
- **Kilometres:** charged at the current NDIS kilometre rate (\$0.99 per km as of 2024–25, subject to annual NDIS price guide updates), from the psychologist's location to yours and return.

These rates apply to both NDIS and privately paying clients for consistency and transparency.

Travel costs will always be confirmed with you in writing before any off-site visit takes place. You will receive a separate Xero invoice for travel components.

---

## **5. Cancellations, Rescheduling & Non-Attendance**

We understand that life can be unpredictable. To support fairness and protect our time, the following policy applies:

- **24+ hours' notice:** No fee
- **Less than 24 hours' notice:** 50% session fee
- **No-show (no contact within 20 minutes of session start):** Full session fee

If you have not arrived or contacted us:

- At the 15-minute mark, we will call your nominated number.
- At the 20-minute mark, the session will be closed and marked as non-attendance.



Late cancellations and missed appointments impact our ability to provide consistent care and maintain a sustainable caseload. This policy helps us offer timely support to others who may be waiting.

**Cancellation fees are not eligible for Medicare rebates.** Medicare only rebates attended sessions. If you have questions about this, please ask us.

Where appropriate, we may be able to offer flexible alternatives, such as converting a child session to a caregiver consultation. This is considered on a case-by-case basis and is not guaranteed.

## Exceptions

We recognise that genuine emergencies occur. If you contact us as soon as possible and the circumstances are beyond your control (e.g. a medical emergency or acute illness), we will consider exceptions on a case-by-case basis. This is at the discretion of your psychologist and cannot be guaranteed.

## 6. Payment Terms

To keep billing simple and minimise administrative load, the following arrangements apply.

### Card-on-File and Automatic Charging

We use Halaxy's secure card-on-file system for payment processing. When you store a card in Halaxy, you are consenting to your card being charged automatically after each session, without requiring separate approval for each charge.

Specifically:

- Your card will be charged automatically following each session.
- You will receive a receipt via email after each charge.
- You do not need to do anything further after storing your card.
- If you would prefer to receive an SMS notification to approve each charge before it is processed, please let us know and we can arrange this through Halaxy.
- To update or remove your card details at any time, please contact us at [admin@timeandspacepsychology.com.au](mailto:admin@timeandspacepsychology.com.au).

If a payment fails (e.g. your card is declined or has expired), we will contact you to arrange an alternative payment method. Ongoing failed payments may affect your ability to book future sessions.

### Private-Paying & Medicare Clients

You may choose one of the following payment methods:

- **Store a card** in Halaxy for automatic secure charging after each session (recommended); or
- **Pay via bank transfer** (payment must be received before your session).



Payment is required on the day of your session. You will receive a confirmation and receipt via email.

### **NDIS Self-Managed Clients**

- May store a card (optional), or
- Pay by bank transfer after receiving your invoice.

### **NDIS Plan-Managed Clients**

- We invoice your plan manager after each session.
- No card details are required.

Please note: if your plan manager is slow to process invoices or disputes a claim, this does not affect your obligation to attend sessions as agreed. We will work with you to resolve any funding delays.

### **Out-of-Session Tasks**

Out-of-session work (e.g. school visits, observations, reports) may be invoiced separately via Xero, with secure online payment options included.

### **Payment Security**

All card payments are processed by Halaxy's external secure payment provider (Braintree PayPal) using bank-grade encryption. We cannot see or access your card details, and payment information is not stored with your clinical record.

A helpful overview is available here: [Halaxy Card Security FAQs](#).

---

Have questions about fees or payments? Please reach out at [admin@timeandspacepsychology.com.au](mailto:admin@timeandspacepsychology.com.au).