



Fee & Cancellation Policy

Version 2.0

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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

- **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.

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

2. Rebates & Funding

You may be eligible for support through the following:

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.

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).

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/kindergarten)
- collateral interviews (e.g., teachers, caregivers)
- report preparation
- feedback sessions
- **Screening Tool Fees (one-off costs for assessments)**
 - Some assessments require specific standardised screening tools that carry a publisher fee.
These are one-off costs that are 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)
 - These fees are charged only for the tools used in your assessment, and we will always let you know what applies before moving ahead.

You will receive a personalised estimate based on your needs.

Only therapy-like components (intake, feedback, rapport-building, etc.) may attract Medicare rebates if you have a valid Mental Health Treatment Plan.

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. 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:** 50% session fee
- **No-show (20 minutes without contact):** 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 to our clients and maintain a sustainable caseload. This policy helps us offer timely support to others who may be waiting for services.

Where appropriate, we may be able to offer flexible alternatives, such as:

- converting a child session into a caregiver consultation

5. Payment Terms

To keep billing simple and minimise administrative load:

Private-paying & Medicare clients

You may choose one of the following payment methods:

1. **Store a card** in Galaxy for automatic secure payment after each session; **or**
2. **Pay via bank transfer** (payment must be received before your session).

Storing a card is optional but recommended for ease.

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.

Out-of-session tasks (e.g., school meetings, observations, reports)

These may be invoiced separately via **Xero**, with secure online payment options included.

Payment security

All card payments are processed by Galaxy'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 for clients is available here:

<https://blog.galaxy.com/galaxy-card-security-faqs/>

Have questions about fees or payments?

We're here to support you with clarity, kindness, and openness.

Please let us know if you'd like help understanding your options or organising a payment method.