

# Fee Information & Cancellation Policy

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**You do not need a referral from a GP/paediatrician to access services by our Registered Psychologist unless you are interested in accessing government rebates or funding (i.e., Medicare Rebates).**

## Medicare

In consultation with your General Practitioner, Paediatrician or Psychiatrist, you may obtain a referral that enables eligible clients to receive rebates from Medicare for psychology sessions. This should be done before you obtain an appointment with Caterpillar Clinic. Mental Health Care Plans (MHCPs) usually allow the first six (6) sessions to be rebated under Medicare. After the 6<sup>th</sup> session, the treating psychologist will send a review to your referring GP at which time you will need to make an appointment with the GP to discuss this review. This is so the GP can release up to four (4) more sessions under that MHCP.

**\*Please note we are not a bulk billing service. Sessions used under mental health care plan are not 'free' and will have an out-of-pocket expense.**

## Private Health Funds

Most private health funds offer rebates on psychological, speech and occupational services if the client has ancillary or extras cover. Rebates vary depending on your fund and your level of cover. Please contact your health fund for the latest rebate information.

## NDIS

Caterpillar Clinic is a registered provider with the NDIA and approved to provide supports listed under Early Intervention Supports for Early Childhood, and Therapeutic Supports. Clients (participants) can be agency-, Plan-, or self-managed. All participants are required to attend an Initial Consultation after which a Service Agreement will be completed specifying supports to be provided, frequency, and total cost.

Our NDIS Fee Schedule has been set based upon the NDIS Price Guide 2020-21 (effective 01 March 2021). Our services are below the recommended fees outlined in the Price Guide; however, each participant's Plan and funding is calculated from the Price Guide (i.e., NDIS Planners use the NDIS Price Guide when calculating the funding to be allocated towards the Participant's Plan). That means that funding allocated should be more than sufficient to cover our Clinic's psychology and behaviour therapy supports that we have recommended for you in NDIS Support Letters/Plan Reviews.

Our NDIS Prices are higher than our standard Clinic-prices. This is because of the additional work and reporting requirements that occur with NDIS participants. There are significant administration costs associated with being an NDIS Provider, which we can only recoup through hourly fees. Further, we acknowledge that Medicare families are personally paying an out-of-pocket cost for our service and have a limited number of rebate able sessions, so have tried to be as reasonable with fees as financially possible for our Clinic to allow greater access as possible.

## Cancellation Policy

***Please familiarise yourself with our Clinic's policy on cancellations.***

As we are a busy clinic with psychologists working at capacity with the whole hour (or more) reserved for you when you make an appointment, we require at least **48 hours' notice** should you wish to cancel or reschedule. This allows us to offer your appointment to clients on our extensive waitlist.

**Cancellation fees for Medicare or Privately billed clients will incur the following:**

- Less than 24 hours' notice will result in a charge of \$87.50.
- 'No Shows' with no phone call or SMS will result in a fee of \$175.00.
- Three (3) cancellations in three (3) months without rebooking will result in the cancellation of any remaining pre-booked sessions and your child will be placed onto our waitlist.
- Three (3) cancellations in a row will result in disengagement from the Clinic.

**Any cancellation fees incurred will require payment before any subsequent sessions can be booked/attended.**

**Cancellation fees for NDIS Clients are based upon the NDIA Guidelines and are the following:**

- Less than 24 hours' notice will result in a charge of 100% of the fee.
- 'No Shows' with no phone call or SMS will result in a Charge of 100% of the fee.
- Three (3) cancellations in three (3) months without rebooking will result in the cancellation of any remaining pre-booked sessions and your child will be placed onto our waitlist.
- Three (3) cancellations in a row will result in disengagement from the Clinic.

Sessions are payable by EFTPOS, Visa or Mastercard or online bank transfer. Please note that rebates and fees are subject to an annual increase.

Please note NDIS Self-Managed Clients are required to pay for the sessions on the day unless discussed with Administrative staff prior. Please see the attached Self-Managed Policy.

**\*I have read the above information and note by signature below acknowledgement and agreement to adhere to Caterpillar Clinic's Cancellation Policy.**

**X**  
\_\_\_\_\_  
**Signature** of Parent/Legal Guardian (1)

\_\_\_\_\_  
**Date**

**X**  
\_\_\_\_\_  
**Signature** of Parent/Legal Guardian (2)

\_\_\_\_\_  
**Date**

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