



Parkside Counselling & Mediation Centre Pty Ltd

Fee Policy

Overview

Parkside Counselling & Mediation Centre is a private billing practice that provides high quality services.

Where Medicare benefits apply PM&MC does not bulk bill. However under exceptional circumstances, fees may be reduced following a private discussion with the Director, prior to delivery of any services.

Services are to be paid in full at the conclusion of each session, except in the case of third party payers and organisational accounts.

We do not issue invoices for later payment.

A schedule of fees for PC&MC services is available on the website www.pcamc.com.au and in hard copy on request.

A guide to duration of consultation and fees is listed on PC&MC's website www.pcamc.com.au. Clients are encouraged to allow adequate time for appointments and services provided.

Billing

Individuals. For your convenience, our Health Point system enables instant Medicare rebates and payment by EFTPOS, Visa or MasterCard.

Medicare rebates only apply when a current GP referral and Mental Health Treatment plan is in place for services under Better Access. In some instances rebates are applicable under private health care cover.

Organisations. Services are billed within 7 days of service on 14 day terms. Services will only be provided on account where prior agreement and arrangements have been made.

GST

Services to individuals and families do not attract GST.

Services provided to organisations and to individuals through third party payers are subject to GST.



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Cancellations and non-attendance:

Cancellations made within 24 hours of a scheduled appointment incur a fee of \$60.

There is no charge when 24 or more hours notice is given.

Non-attendance without cancellation incurs the full fee.

Clients will be billed at their next service appointment, or in the case where there is no further appointment, the invoice will be sent by mail or email with terms of payment within 14 days.

Two non-attended appointments without cancellation will result in case closure and (if applicable) a discharge letter will be sent to the referrer.

For clients referred under Better Access, cancellation and non-attendance fees cannot be claimed under Medicare and therefore the cost must be met by clients.

Director **Parkside Counselling & Mediation Centre**

Date: March 2018

