

Fee Payment, failure to attend and late cancellation information

To get the most out of your treatment at headspace it's important to attend the sessions you have booked.

If you are unable to attend a session we ask that you please ring to notify us as soon as you know you will be unable to attend.

This allows:

1. you to immediately reschedule your appointment to a time that is next available.
2. Enables another young person to access our services from our waiting list.

It is also important to understand that the counsellor you are seeing under a Mental Health Treatment Plan (MHTP) and Enhanced Mental Health Support in Schools (EMHSS) only gets paid when you attend the session. Therefore, the counsellor does not get paid if you do not attend your scheduled appointment.

Fee Payment to see a Counsellor under a Mental Health Treatment Plan (MHTP) – will I be charged?

We charge a fee of \$35 per session above the Medicare scheduled fee.

It is expected that you will make payment for your session at the time of the appointment. This payment will be the \$35 plus the Medicare amount. The Medicare amount will be transferred from Medicare to your nominated bank account within the next 48 hours.

If you are a **Health Care Card** holder then your sessions will be billed directly with Medicare and there will be no additional, 'out of pocket' charge to you.

Failure to Attend (FTA) & Late Cancellation

Cancelling and rescheduling is of course okay, however, you must give at least 24 hours' notice, otherwise it will be recorded as a failure to attend. If you do not attend your scheduled appointment and you do not give us more than 24 hours' notice **prior to the session** you will be charged a **\$35 cancellation fee** for the session. **This cancellation fee is charged at \$65 for appointments with Psychiatrists.**

Please note:

- that no Medicare scheduled fee will be available in this case
- This also applies to those people receiving support through the EMHSS
- the cancellation fee **MUST** be paid before the next session.

If you fail to attend or cancel with less than 24 hours' notice regularly then your suitability to continue attending will be reviewed with your counsellor.

We understand that from time to time illness or an emergency may occur where last minute cancellation is unavoidable. This will be discussed in the next session with your counsellor.