



Support Service Fees

Full Potential Psychology will seek payment for provision of services within 48 hours of services being delivered. Services may include therapy appointments, parent appointments, appointments with key stakeholders of the client (eg: school, health professional), letter and report writing services.

Payment Terms

Full Potential Psychology payment terms are 7 days.

Payment Options

Full Potential Psychology will ask all clients during the intake process to provide a credit card, NDIS details and/or Medicare details for the processing of any fees applicable to appointments, reports or gap fees. Credit Cards are captured securely through the patient management system, Halaxy. You can view further details about their security on their [website](#). We suggest clients do not provide credit card details over email at any stage.

Transaction Fees

Appointments incur the payment processing fee as set by the financial institutions in Australia. This is \$1.00 plus 1.9% per transaction.

Authorisations

Where an appointment, letter writing, report or other service exceeds a cost of \$400.00, we will notify you via SMS the total cost and that authorisation is required. Upon processing the payment the Patient Management System will send an authorisation SMS that you must approve for the transaction to be processed. Reports and letters will not be provided prior to the payment being approved.

Funding Type Terms

We service clients using different funding sources which may include NDIS Plan Managed, NDIS Self-Managed, Private and Medicare, each with different requirements as detailed below:

Plan Managed

Where the client has nominated that NDIA manage the funding for services, the plan provider will be emailed an invoice, or an invoice lodged on the provider's portal. Fees are set as per the NDIS Schedule of Fees.

Where the plan provider is unable to make payment due to the plan being suspended, under review, under renewal or terminated, the client funding will be amended to private funding a credit card required for processing of invoices.

It is the responsibility of the parent/guardian or the client to have the necessary funds to cover the private appointment fee for the full outstanding balance and all future services, until the NDIS plan has been established and Full Potential Psychology have been provided the details.

Gap Payments



Where a client's NDIA managed plan does not cover the full clinic fee, a Gap fee will be required to achieve the full clinic fee. We will request a credit card for processing of any gap payments that may be incurred.

Where the credit card fails to process the gap payment, the client will be sent an SMS to notify of the unsuccessful transaction and for the issue to be resolved within the 7 day payment terms so as to allow Full Potential Psychology to process the payment successfully.

Self-Managed

Where the client has nominated that they manage their NDIA funding of services, we will request a credit card for processing of payments.

Where the credit card fails to process the payment, the client will be sent an to notify of the unsuccessful transaction and for the issue to be resolved within the 7 day payment terms so as to allow Full Potential Psychology to process the payment successfully.

Private

Where the client has nominated that they will claim appointments privately or through Private Health Insurance, we will request a credit card for processing of payments.

Where the credit card fails to process the payment, the client will be sent to notify of the unsuccessful transaction and for the issue to be resolved within the 7 day payment terms.

Full Potential Psychology cannot process claims directly with Private Health providers.

Medicare

Where the client has nominated that they will claim appointments through Medicare using a Mental Health Care Plan (MHCP), we will request a credit card for processing of payments.

Where the credit card fails to process the payment, the client will be sent an SMS to notify of the unsuccessful transaction and for the issue to be resolved within the 7 day payment terms so as to allow Full Potential Psychology to process the payment successfully.

Where the Mental Health Care Plan (MHCP) or Medicare Card details have expired, the client will be emailed to notify of an upcoming referral renewal or where the rebate is rejected by Medicare. It is the responsibility of the client to ensure updated details or new referrals are received in time for appointments, rebates cannot be backdated to a date prior to the referral.

Medicare Rebates are not allowable for cancellations or non-attendance fees.

Suspension or Termination of Services

Full Potential Psychology reserves the right to suspend or terminate services where necessary as per the below conditions.



Outstanding Balance

Where the provision of any services remains unpaid, no matter the funding type, the client will be notified of the outstanding balance. Where there has been the provision of one service or gap fee that remains unpaid for more than 7 days, the next service will be cancelled until such time as the balance has been paid. If by 14 days the balance remains unpaid, services will be suspended, and debt collection proceedings will commence.

Debt Collection

When 7 days have elapsed and a balance remains outstanding, the client will be sent an email providing 3 business days to rectify this balance. Where a client does not take the necessary action, a final email notice will be issued allowing for a further 7 days to pay the outstanding balance. When 7 days have elapsed, the appointment time will be forfeited and services terminated. .

Non-Attendance

If a client does not attend three sessions in a row without a reason or rescheduling, we may determine that it is not the right time for them to engage in therapy and cancel future appointments.

Inconsistent Attendance

If a client is seen to be missing or cancelling appointments regularly without valid reason, we may determine that the schedule may not be suitable and monthly, or ad-hoc appointments would be more appropriate.

Payment Plans

Full Potential Psychology is unable to accept payment plans at this time.

Re-Engagement of Services

Full Potential Psychology would welcome back a client who wishes to re-engage services after suspension or termination, where an appointment is available, with the condition that services will be paid upfront by credit card 24 hours prior to the appointment.

Where the credit card fails to process the payment, the appointment will be cancelled, and the fee retained as a cancellation fee.