

PAYMENT TERMS AND CONDITIONS

FEES

1. The charges for appointed sessions are outlined in our Fee Schedule online. A PDF copy of this is available on request, or via download from our website.
2. A first free session of up to 30 minutes is made available. Later sessions are charged at the published rates.
3. The fees for your booked session during business or after hours will be outlined in your appointment confirmation email or will be as discussed and agreed between you and your clinician.
4. The agreed fees are based on the length of time allocated for each fee in the Fee Schedule. Sessions which last less than the allocated time will be charged the same as a standard session – no refunds or rebates will be given if you end a session prematurely. If the clinician needs to end the session for a reason unrelated to the therapeutic session, the session will be rescheduled without prejudice to you.
5. Fees are payable either before or at the time of the appointment via cash or credit card or can be invoiced with prior arrangement. Please discuss with us if you require an alternative payment option.
6. Please do not let financial stress be the reason for not accessing support. If you require a reduction in fees, please contact us to discuss your personal situation, as such decisions are made on a case-by-case basis.
7. Fees listed for Professional Supervision, Training, Consultancy, Attendance at court/specialist briefings and Report-writing attract GST at the current rate of 10%.
8. Fees are reviewed annually in line with professional development, experience, and practice costs.

CANCELLATIONS, LATE ARRIVALS

9. The reasons for our “Cancellation, Non-attendance and Late arrival” policy are to ensure that our services are provided equally and fairly to all of our clients who need them. We understand that from time-to-time things happen beyond our control and the control of our clients, such as emergencies or extenuating circumstances.
10. When such issues arise, please always do your best to notify us if you are running late or notify us with enough time to rebook or reschedule your session if you are unable to attend at all. Unfortunately, if you do not show up for your appointment without giving us adequate notice, this has a direct impact on our waiting list as it takes away another client’s opportunity to use that session.
11. Our cancellation fees are not a punitive action but represent a means to cover costs for holding your clinicians’ time for an hour. The service will manage any cancellation on a case-by-case basis and will be best discussed with your clinician.
12. **Cancellation by the service:** Thoughtful Connections Pty Ltd reserves the right to cancel, postpone, re-schedule appointments or events or change venues at its discretion. These possibilities may occur due to unavailability of the clinician or venue, or unforeseen circumstances. Thoughtful Connections Pty Ltd will advise you in writing as soon as a cancellation needs to occur. In these circumstances, if the appointment was pre-paid a full refund will be available, should alternative dates offered for the appointment or event be unacceptable to you. The service will process respective refunds within 30 days and will be issued by EFT.
13. **Cancellation by you, the client:** Cancellation of a confirmed event booking or appointment can occur under the following terms:
 - a. All requests for refunds for late cancellations are to be in writing – email or SMS acceptable.
 - b. Where the service approves requests for cancellations, the following terms apply:
 - i. **Cancellations given 2 business days or more** before the event or appointment will not incur a fee. If you have provided more than 2 business days’ written notice of your cancellation, the service may consider requests for credit towards future bookings at our discretion.

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- ii. **Cancellations 1-2 business days before the event or appointment:** prepaid sessions will receive a 50% refund; unpaid sessions will attract a fee equal to 50% of the session cost. The service will process refunds within 30 days via EFT.
- iii. **Cancellations with less than 1 business day notice:** prepaid sessions will receive a 25% refund; unpaid sessions will attract a fee equal to 75% of the session cost. The service will process refunds within 30 days via EFT.
- iv. **Rescheduling:** If you notify the service of a cancellation before 1-2 business days before your appointment, this appointment can be rescheduled to another day/time acceptable to both you and the clinician. A maximum of 2 rescheduled appointments will be accepted, following which the clinician will contact you to explore your reasons for non-attendance and put in place an alternative service if appropriate.
- v. **Non-attendance:** Where you do not attend a booked appointment (“no show”), no refund or transfers will be approved or offered.
- vi. **Rebates on cancelled sessions:** Please note that rebates are not available for cancelled appointments and third-party payers usually require clients to be responsible for the payment of any cancellation fees they incur.
- vii. **Late Arrival:**
 - 1. The service will send you reminder messages by text message and/or by email in advance of their appointment.
 - 2. If you are late to the booked appointment, the clinician will wait for fifteen (15) minutes before considering the appointment to have been forfeited by you, and the policy for “Cancellations given less than 24 hours prior to the event or appointment” the corresponding subclause above will apply.
 - 3. If you arrive for your appointment within the initial fifteen (15) minutes from the start of the appointment, the entire duration of the appointment will be shortened by the amount of time you are late.
 - 4. The clinician, at their sole discretion, may determine whether to wait for a period longer than fifteen (15) minutes from the start of the appointment and whether to run the session to its full duration.

CONCESSION / HEALTHCARE CARD HOLDERS

- 14. Holders of a Concession Card or Healthcare Card are eligible for a rebate of 50% of the published fees.
- 15. Please provide proof of the concession [send us a photo via upload on the booking page or via email] to claim your rebate when booking your appointment.

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- 16. If you are invoiced for services rendered, payment terms are strictly 7 days.
- 17. Organisations will be invoiced at the end of each calendar month for each of their clients serviced. Payment terms are strictly 30 days. Receipts can be made available on request.

PAYMENT METHODS

- 18. As a direct client of Thoughtful Connections Pty Ltd, you consent to paying your invoice via cash or electronic fund transfer (EFT), via debit/credit card or by bank transfer. Our preferred method of payment is automatic debit of funds via STRIPE using the debit/credit card you provide. Your fee payments are processed automatically at the time of your appointment from the nominated credit/debit card provided by you and stored electronically on STRIPE. This means you can focus your entire appointment on treatment without the need to worry about payments. It also means less administration for your clinician, enabling your clinician to focus on you and help more people. When payment is processed you receive a receipt of payment.

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19. *When using this payment method, you authorize Thoughtful Connections Pty Ltd to securely store your debit/credit card and debit payments from your nominated debit/credit card stored on STRIPE when you have or cancel an appointment or are provided with a service from Thoughtful Connections Pty Ltd. You acknowledge Thoughtful Connections Pty Ltd will appear on your bank statement. You acknowledge you are personally liable for fees if third-party funders do not cover the service you use. You understand that STRIPE PTY LTD Terms and Conditions can be found on their website.*
20. *Funding agents and Organisations may from time to time enter into contractual agreements with Thoughtful Connections Pty Ltd which will allow sessions to be invoiced directly to them. Such entities may negotiate different payment methods to those indicated in these Payment Terms and Conditions.*

PRIVATE HEALTH FUNDS

21. *If you have private health insurance/fund, please refer to your insurer/fund to explore refunds and rebates available for allied health, therapeutic counselling, and/or social work services.*

PSYCHOEDUCATION TRAINING / WORKSHOPS

22. *Education, Training or Workshop Fees attract an hourly rate for presenting, in addition to an hourly fee for session planning and development time. These are also subject to travel costs.*
23. *The service can provide Pro-forma invoices or Quotes for Education, Training and Workshops, up to 30 days before the session date. Tax invoices are payable 30 days from the date of issue. Receipts can be made available on request.*

TRAVEL COSTS FOR FACE-TO-FACE SESSIONS HELD AWAY FROM CLINIC

24. *Sessions which are not held via telehealth, telephone or online all incur an additional travel cost.*
25. *Travel rates are calculated in accordance with the Australian Tax Office (ATO) rate for business travel which currently sits at \$0.88 per km (2025) up to a maximum of 40 kms. Farther distances can be negotiated on a case-by-case basis.*
26. *Round trip travel will apply from our clinic in Mount Gravatt, Qld 4122 to session venue.*

FEE REVIEW POLICY

27. *Thoughtful Connections Pty Ltd is committed to providing high-quality, ethical, and sustainable professional services. Fees are set with consideration of professional qualifications, experience, ongoing training, practice costs, and the nature and complexity of services provided.*
28. *Fees are reviewed periodically, typically on an annual basis, to ensure the continued viability and quality of the service, and to reflect changes in professional development, operating costs, and service delivery requirements. Any fee adjustments are made thoughtfully and with consideration of fairness, accessibility, and continuity of care.*
29. *Where fees are revised, reasonable notice will be provided. Fee increases generally apply to new services or new clients, with existing arrangements reviewed respectfully and, where appropriate, transitioned over time.*
30. *Thoughtful Connections Pty Ltd remains committed to transparency in all fee arrangements. Fees are discussed openly prior to service commencement, and clients and organisations are encouraged to raise any questions or concerns regarding fees at any time.*