

HYM Fees & Cancellation Policy

Our goal is to provide a quality service to all our clients in a timely manner. No-shows, late arrivals, and cancellations inconvenience not only our providers, but our other clients as well. Please be aware of our policy regarding missed appointments.

Appointment Cancellation

When you book your appointment, you are holding a space on our calendar that is no longer available to our other clients. In order to be respectful of your fellow clients, please call HYM as soon as you know you will not be able to make your appointment.

If cancellation is necessary, we require that you call at least 48 hours in advance. Appointments are in high demand, and your advanced notice will allow another client access to that appointment time.

If you cancel at least 48 hours in advance, the cancellation fee will not apply.

The cancellation fee will apply in the following circumstances.

1. You cancel within 48 hours.
2. You do not show up at all.

If you don't show up for your first appointment and do not provide a reason, we unfortunately cannot offer you another appointment time.

Please note that if you cancel within 48 hours on two subsequent occasions, we will have a discussion about whether our service is right for you. We will continue to monitor reasons for cancellations to ensure we can meet your needs and provide the service your child will benefit from. Multiple cancellations are concerning and will be flagged with HYM Manager for a review.

How to Cancel Your Appointment

If you need to cancel or reschedule your appointment, please call us at 8406 7555 between the hours of 9am and 5pm Monday to Friday. If necessary, you may leave a detailed voicemail message after hours. You can also cancel an appointment by emailing us at info@healthyyoungminds.com.au, or respond to the SMS reminder.

Cancellation Fees

<48hrs notice (Psychological Therapy)	\$110.50
No show (Psychological Therapy)	Full fee
<48hrs notice (Educational Therapy)	\$85
NDIS patients less than 48 hours notice (for psychology and educational therapy)	Full fee
Re-scheduling fee for Initial Psychology Assessments (within 5 days)	\$400
Re-scheduling fee for subsequent Psychology Assessments (this does not apply to the first appointment) within 48 hours	\$220

HYM FEE STRUCTURE (as of 1st of July 2025)

- NDIS clients are billed at current NDIS rates - \$232.99 per hour. A shorter session (20-30 minutes) will cost \$120.
- Clients funded under Medicare or Private Health Funds are discounted for psychological therapy - \$220 per 50-minute session. Telehealth/Online sessions are billed at the same rate. Shorter sessions (20-30 minutes) will cost \$120.
- Assessment costs are provided individually to families at the time of booking.

Fees are strictly payable on the day of consultation.

THERAPY/CONSULTATIONS: Session payments will be processed automatically through our secure online software during your consultation. This is automated through Galaxy. Processing fees are included.

IMPORTANT NOTE ABOUT PAYMENT: PLEASE ENSURE YOU HAVE ADEQUATE FUNDS TO COVER YOUR SESSION COSTS. Additional fees will apply if your payment is not successful on the day.

NDIS: Fees for NDIS Managed clients are processed via the NDIS MyProvider Portal.

NDIS Plan Managed clients: Plan Managers are sent an invoice requesting payment. If your Plan Manager is not able to cover the cost, the clients credit card on file will be used to pay for the session. It is the parents responsibility to ensure their childs NDIS plan has enough funds to cover the cost of services at HYM.

ASSESSMENTS/REPORTS: Clients will be invoiced separately to pay via EFT. A \$400 deposit is required for assessments at time of booking. This deposit is non-refundable.

Reports for assessments are usually provided within 4-6 weeks of the final assessment session, shortly after the feedback session. All reports are emailed in PDF format. A hard copy of the report can be provided upon request (via registered post), \$10 extra. **Final payment must be made prior to the feedback session.**