JOANNA HENDERSON
Clinical Psychologist

SCHEDULE OF FEES

Joanna Henderson Clinical Psychologist
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PURPOSE OF THIS POLICY

This document outlines the standard fees for psychological services provided. Please read this alongside the Client Agreement**,** Cancellation Policy and Privacy Policy.

FEES AT A GLANCE

The following fees apply from 1 October 2026**.**

- **Standard weekday psychology session (50 minutes):** $280
- **Weekday late cancellation / no-show (<48 hours):** $165
- **Saturday psychology session (50 minutes):** $310
- **Saturday late cancellation / no-show (<48 hours**): $200
- **Payment:** Payment is required on the day of the appointment. Card payments are processed via Stripe. Bank transfer is available by arrangement.

STANDARD CONSULTATION FEES

Weekday individual psychology session – 50 minutes client-facing time

- **Fee:** $280.00 per session
- **Format:** Face-to-face or telehealth

Saturday individual psychology session – 50 minutes client-facing time

- **Fee:** $310.00 per session
- **Format:** Face-to-face or telehealth
- Saturday appointments are available on a limited basis from 1 October 2026 and are charged at the Saturday rate shown above.
- Reduced-fee arrangements are not available for Saturday appointments.

All sessions include: Brief post-session note-taking and routine correspondence (e.g. short letters to your GP associated with your referral, where clinically appropriate). The standard client-facing session time is approximately 50 minutes, with remaining time allocated to note-taking and administrative tasks related to your care.

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OTHER SERVICES

Some services may attract fees based on the time required. Where possible, these will be discussed with you in advance and a quote can be provided.
Examples include:

- Non-standard reports or letters requested by you or third parties (e.g. detailed reports for workplaces, schools, legal matters or funding bodies)
- Extended phone or email consultations (outside brief administrative communication)
- Case conferences (e.g. meetings with your GP, school, or other providers)

These services are generally billed at a rate based on the standard session fee of $280, pro-rated to the time taken. If you are considering requesting a report, letter or case conference, please discuss this with the Practice so you can understand any likely fees before you proceed.

CANCELLATION AND NON-ATTENDANCE FEES

To keep appointments available and the Practice sustainable, cancellation fees apply for short-notice changes and missed appointments, as set out in the Cancellation Policy.

Weekday short-notice cancellation / non-attendance (less than 48 hours' notice):

- **Fee:** $165.00 per appointment

Saturday short-notice cancellation / non-attendance (less than 48 hours' notice):

- **Fee**: $200.00 per appointment

For both weekday and Saturday appointments:

- No cancellation fee will apply if the appointment can be filled by another client.
- Cancellation fees cannot be claimed or reimbursed through Medicare, private health insurance or other funders.
- NDIS-funded cancellations are managed in accordance with the applicable NDIS Pricing Arrangements and Price Limits.
- The applicable fee may be charged to the debit/credit card saved on your account, or invoiced if a valid card is not available.

Full details, including examples and information about exceptional circumstances, are provided in the Cancellation Policy.

MEDICARE, NDIS AND OTHER FUNDING

- ***Medicare*** – If you have a valid referral and Mental Health Treatment Plan from your GP (or referral from a psychiatrist/paediatrician), you may be eligible for a Medicare rebate for part of the session fee.

- ***NDIS*** – For NDIS-funded services, fees are charged in line with the current *NDIS Pricing Arrangements and Price Limits*. Your individual rate and supports will be set out in your NDIS Service Agreement.
- ***Other funders*** – For services funded by insurers, EAPs or other third parties, fees will usually be set by the funding body or agreed in a separate service agreement.

Your out-of-pocket cost will depend on any rebates or funding that applies. If you are unsure, please ask for clarification before your session.

PAYMENT

- **Payment is required on the day of the appointment**, unless otherwise agreed.
- **Accepted methods:** Card payment via Stripe or bank transfer by arrangement.
- Where a client has authorised a card to be stored on file, card details are stored securely via Stripe and may be used to process session and cancellation fees in accordance with the Practice's Card-on-File / Stored Payment Details Policy.

QUESTIONS ABOUT THIS DOCUMENT

If you are unsure about how this document applies to you, or if you would like to discuss your situation, please contact:

- **Email:** admin@jhpsych.com.au
- **Business mobile (phone call only):** 0435 013 760

We appreciate your understanding and cooperation. This policy helps us provide a reliable and sustainable service for you and for all clients of the practice.