

Billing, Payment & Cancellation Policy

Payment & Billing Policy

CBT Professionals operates under a **fee-for-service model**. This means that **full payment is required at the time of each appointment**, unless prepaid or covered by a third-party funding arrangement.

Fees

Please refer to our website to view the current [fee schedule](#).

Medicare Rebates

We assist in processing eligible Medicare rebates on your behalf. However, **CBT Professionals is not responsible for the outcome or timing of Medicare's rebate assessment**. If a claim is declined or delayed, it is the client's responsibility to follow up directly with Medicare regarding eligibility or status.

Private Fees After 10 Medicare Sessions

Medicare provides up to **10 subsidised therapy sessions per calendar year**. Once these are used, ongoing sessions will be charged at the **full private rate**, payable by the client or their guardian, unless alternative funding has been arranged.

Third-Party Billing

If your sessions are being funded by a third party (e.g., NDIS Plan Managed, insurer, or employer), **written approval of your sessions must be received before your appointment**. Without this approval, the client is responsible for paying the full session fee. All third-party invoices are due within seven days of the invoice date.

Initial (New Client) Appointments

If you are a **new client** booking your first appointment with CBT Professionals, or a **returning client** whose file has been previously closed, the following deposit policy applies.

To confirm your initial appointment, a **non-refundable* \$100 booking deposit** is required to secure your appointment and must be received **by/before 12pm two (2) business days prior to your scheduled appointment**. Your booking deposit funds are applied to your first appointment invoice. If you are unable to meet this timeframe, please contact our team as soon as possible to discuss available options.

This policy helps us manage high demand and ensure our clinicians' time is reserved for clients ready to begin or resume therapy.

What to Expect:

- Our team will contact you two business days prior to your appointment to arrange payment of the deposit (excluding clients with pre-approved third-party funding arrangements).
- You can make payment via:
 - **Credit/debit card** (a small Tyro surcharge applies) over the phone, or

- **Electronic Bank Transfer (EFT)**, with payment confirmation emailed to: client@cbtprofessionals.com.au.
- If payment is not received by 3pm two days ahead of your appointment date, your appointment will be released and made available to other clients on the waiting list.

Cancellation, Rescheduling & No-Show Policy – Initial (first) session

We value your time and the time of our clinicians. When appointments are cancelled or rescheduled at short notice or missed without notice, it limits our ability to offer that time to others in need and leaves our clinicians unable to rebook the session. A cancellation fee is charged to help compensate the clinician for the loss of income due to the missed appointment.

When Notice Is Received	Cancellation Fee
After the deposit is paid (by 12pm, 2 business days prior to the appointment)	The \$100 deposit and any applicable surcharge will be forfeited .
Same day or failure to attend without notice (no-show)	The \$100 deposit and any applicable surcharge will be forfeited .

Cancellation, Rescheduling & No-Show Policy – after the initial session

When Notice Is Received	Cancellation Fee
More than two business days before the appointment	No fee applies.
After 12pm two business days prior to the appointment	50% of the session fee will be charged.
Same day or failure to attend without notice (no-show)	100% of the session fee will be charged.

Payment of the cancellation fee is due over the phone at time of cancellation via:

- **Credit/debit card** (a small Tyro surcharge fee applies) over the phone, or
- **Electronic Bank Transfer (EFT)**, with payment confirmation emailed to: client@cbtprofessionals.com.au.

To ensure a smooth and fair booking process for all clients, any outstanding cancellation fees must be fully settled prior to attending your next appointment. If payment is not received, CBT Professionals reserves the right to cancel future appointments until your account is up to date. If you have any questions or need assistance with payment, please contact our team promptly to discuss available options.

***Exceptions to Deposit Forfeiture**

We understand that unforeseen situations can arise. A full refund of the deposit (or transfer toward a future appointment) will be provided if the appointment needs to be cancelled or rescheduled due to:

- The clinician being unwell or otherwise unavailable (e.g., illness, emergency, holidays)
- CBT Professionals cancelling the appointment for any reason

- Exceptional personal or medical circumstances (e.g., sudden illness or family emergency), discussed and approved by management on a case-by-case basis

If you believe your situation may warrant an exception, please contact as early as possible to discuss your options.

Referral-Specific Cancellation Terms

For clients accessing therapy through a pre-approved third-party funding arrangement or a funding body such as NDIS Plan Managed, WorkCover, or other insurers, **funding-specific cancellation policies may apply**. These may differ from our standard cancellation terms, depending on the conditions set by the funding body.

Please review the relevant terms and conditions associated with your funding pathway prior to booking an appointment to ensure you understand your obligations. For more information, please visit: <https://cbtprofessionals.com.au/terms-conditions/>.

Telehealth appointments

Full payment must be received prior to your appointment, either by credit/debit card (Tyro surcharge fee applies) over the phone or via Electronic Bank Transfer (EFT), with payment confirmation emailed to: client@cbtprofessionals.com.au. Our reception team will call you prior to your appointment to take your payment.

When Payment is Due and Accepted Payment Methods

The balance of your session fee is due immediately following your appointment, except for telehealth sessions (due prior to the appointment) or pre-approved third-party billing arrangements.

We offer the following convenient payment options for your session balance:

- **Credit or Debit Card (preferred):** All major cards are accepted. A small Tyro surcharge fee applies.
- **Electronic Bank Transfer (EFT):** Proof of payment (e.g., screenshot or receipt) must be emailed to client@cbtprofessionals.com.au prior to your appointment.
- **Cash:** Please bring the exact amount, as change may not always be available.

Tyro Surcharge

- Payments by debit or credit card incur a small surcharge (charged by our provider, Tyro).
- Tyro surcharges are not refunded for cancellations, including illness-related cancellations, unless the clinician is unable to provide the service.

We appreciate your understanding and cooperation with this policy, which enables us to provide consistent and timely care to all clients and helps compensate the clinician for the loss of income due to the missed appointment.

For questions or assistance, please contact our team at client@cbtprofessionals.com.au or contact your local practice.

This policy is effective from 1 August 2025 and is subject to review from time to time.