

## Positive Solutions Terms of Payment

**EFFECTIVE 1 JULY 2024**

### Initial appointment

**Applicable to all services with the exception of Family Dispute Resolution or where a third party is responsible for incurring the fee.**

- Credit card details are required to secure your first appointment. Credit card details will be encrypted and securely stored on our online payment platform "Stripe".
- Where a credit card is unavailable, prepayment must be made via Bank deposit 48 hours (two business days) prior to the appointment. Where payment is not received your appointment will be automatically cancelled, with notification via text.
- If an initial appointment is cancelled with less than 24 hours' notice (one business days not including the weekend), late cancellation fees will apply. Please refer to Positive Solutions' Cancellation Policy.

### Fee paying clients

- All sessions must be paid for on the day of the appointment.
- All privately paying clients are required to provide their Credit Card details to book an appointment. Credit card details will be encrypted and securely stored on our online payment platform "Stripe". More details below under Contactless Payment.
- Pre-payments via our bank account are available. Should you choose this option transfer of funds are required 48 hours (2 business days) prior to the appointment date.

## Family Dispute Resolution Services

- Credit card details are required to secure appointments past your initial intake appointment. Credit card details will be encrypted and securely stored on our online payment platform "Stripe".
- Where you do not wish to have your credit card details stored in Stripe, prepayment of sessions is available:
  - via our credit card payment link that we will send to you prior to your appointment or
  - via a bank deposit. Should you choose this option, transfer of funds is required 48 hours (2 business days) prior to the appointment date.
- Parenting and Property Plan Drafting fees will be automatically charged when the first draft of each agreement is sent via email. This fee is one- off per agreement type. Where credit card details are not on file, an invoice for the drafting fee/s will be sent at the time of the agreement being released for review.

## Contactless payment

### Option 1

Stripe is our preferred method and applies to all fee paying clients. Nominated cards will be charged after each session through Stripe.

Credit card details are entered directly into Stripe. Credit card details are not recorded, held or stored by Positive Solutions. The Positive Solutions team cannot view or access client credit card details once they are entered into Stripe. It is the client's responsibility to advise Positive Solutions when your credit card details change.

### Option 2

Payment in advance: If you do not wish to have your credit card details in Stripe, prepayment of sessions are available:

- via our credit card payment link that we will send to you prior to your appointment or
- via a bank deposit. Should you choose this option, transfer of funds is required 48 hours (2 business days) prior to the appointment date.

## **Medicare rebates**

Mental Health Care Plans from a referring GP must be provided in order to be eligible for Medicare rebated services and must be dated before the appointment date to be claimed. Please note that Positive Solutions does not bulk bill.

- Please be advised that the full cost of service is required in order for Positive Solutions to process rebates. Once payment has been received in full and all Medicare details have been provided, this will then be processed and rebate will be settled within 24 hours into your bank account linked to Medicare.

Due to reasons out of our control, occasionally there may be claims that are unsuccessful on our end. Where this may occur you will need to contact Medicare directly.

## **Private health rebates**

Any rebate from your Health Fund is subject to the level of your cover. Not all counsellors are eligible for private health rebates. You will be provided a receipt at the end of your session which may be used to lodge a claim with your Health Insurer.

## **Reports**

Invoices must be settled prior to any report or other documentation being released. Timeframes for the completion of reports are dependent on the Practitioner's workload.

## **Debt collection**

Where there is an overdue invoice or should your card in Stripe decline, you will be emailed an invoice for payment. Where follow up has occurred at on at least 3 occasions and where there is no payment after 60 days outstanding invoices will be sent to Tasmanian Collection Service for debt collection. All costs associated with the recovery of this debt will be payable by the client.

No reports, documentation or services will be provided until the outstanding debt is recovered in full.

### **Credits / refunds**

Should you incur a credit on your account, the credit will be held on file and allocated towards future sessions. Where this is not suitable, refunds will be refunded back via Stripe or paid directly into your bank account. Please note that this process can take 5-10 days. Positive Solutions will not offer cash refunds.

### **Cash**

Positive Solutions prefers payment via electronic means however will accept cash payments at our Hobart Office. If you are paying by cash you will need to speak to our Client Services Team prior to the appointment and a credit card must be stored in Stripe.

### **Payment enquiries**

Any queries in relation to payment please contact Positive Solutions Client Services team who will direct the query appropriately.

Terms of payment are effective from 1 July 2024 and are subject to review and change at any time.