



Effective from 4th March 2024

IN MIND THERAPY PAYMENT POLICY

We are committed to the success of your treatment and ask that you understand that payment of your invoice is part of this treatment and care.

MEDICARE / PRIVATE / SELF-MANAGED NDIS

PAY ON ARRIVAL

It is a requirement of our clinic that all invoices are paid on the day of your appointment. We ask that payment is made at the time of arrival at your appointment.

OVERDUE INVOICES

All invoices must be paid at least 48hrs before your next appointment or your appointment will be cancelled. If invoices continue to be outstanding, all future appointments will be cancelled.

Any exceptions to this payment policy are at our discretion.

THIRD-PARTY PAYERS (eg. WorkCover, DVA, Plan-Managed NDIS)

OVERDUE INVOICES

We understand the timing of payment is dictated by the third-party payer. However, if there are two or more overdue invoices, we may cancel appointments until payments are received.

Any exceptions to this payment policy are at our discretion.