



# Orana Health Services & Cancellation Policy

## Counselling Session Fees

**Individual sessions** (50 mins) Initial consultation - \$180

*Subsequent Individual sessions* (50mins) \$160/ Concession/Student Card Holders - \$140 per consultation

**Couple sessions** (50 mins) Initial consultation - \$200

*Subsequent couple sessions* (50 mins) - \$180/ Concession/Student Card Holders - \$160 per consultation

\* Intensive couple sessions are available as needed

**Family (3 or more individuals)** (50 mins) Initial consultation - \$220 *Subsequent sessions* - \$200/Concession/Student Card Holders - \$180 per consultation

\* For information regarding the fees for additional services available, please [contact](#) Orana for information.

- Medicare rebates apply if eligible when a GP Mental Health Care Plan is provided
- NDIS, TAC, WorkSafe \* Limited availability; please discuss your individual needs to explore this option and email your enquiry to [info@oranahealth.com.au](mailto:info@oranahealth.com.au).

### **Please Note:**

Orana Health Services P/L uses the Software Halaxy for bookings and reminders

### **Payment options:**

- Online Electronic Funds Transfer (EFT)
- Cash
- Credit/debit card \*Transaction fee applies
- Square Contactless Card Reader \* Transaction fee applies

### **Discounts & Concessions are available to:**

- Children Aged 16 years and under
- Full-Time student (Incl. international students)
- Pensioners
- Seniors



- Victorian Carer Card Holders
- Health Care Card Holders

***\*Please note that the discount and concessions occur for eligible subsequent sessions and not the initial consultation.***

## **Cancellations & Non-Attendance for booked appointments**

**To avoid being charged a late notification or non-attendance cancellation fee for a scheduled appointment, a minimum of 48hrs notice is requested to be provided to Orana Health Services P/L to either reschedule or cancel.**

When **You** provide **24hrs notice or less**, (including non-attendance) for a booked appointment with Orana Health Services P/L, this **will incur a Cancellation Fee of \$110.00 or non-attendance for a booked appointment**

*\*If you are unable to attend a booked session in person but would like to use the agreed time, there is the option of a phone or session; however, sufficient notice is required for this option. The required notice is 24hrs for this option to implement. Due to the practice demands and limited ability to respond to changing circumstances on short notice; this option may not be available; for example, calling 10mins before a session may not allow sufficient time to receive and respond to this message or request prior to the agreed appointment. Orana Health Services P/L aims to be flexible where possible. Orana Health Services provides automated session reminders through the Halaxy Software system; however, it is not Orana Health Services P/L responsibility to manage your booking attendance and waiving the cancellation fee is at the discretion of Orana Health Services P/L.*

*\* Please note, to waive a late notification or non-attendance cancellation fee, text message(s), phone calls, or emails advising of this in 24 hours or less is not sufficient notification and will not be accepted. When unforeseen circumstances impact the ability to provide 24hrs notice, such events as sudden or unexpected illness, a copy of any medical evidence needs to be provided to consider waiving this fee. Less than 24 hours' notice limits the ability of Orana Health Service P/Ls to fill the session time; you agree to purchase time, expertise and support; please respect and value this time.*

- When undertaking a commitment to schedule a session time, you agree to secure this session time in your name and the costs associated with acquiring this booking. You agree to pay for any late notice or non-attendance cancellation fees for sessions booked in your name.

- Sessions cancelled by Orana Health Services P/L due to staff leave, professional commitments and illness will not be charged. Advance notice will be provided where possible except for injury or sudden illness to prevent such notice. Orana Health Service P/L will provide alternative session times if this is to occur.



***\*Please note that the provision of the auto-reminders both via SMS text or email is an additional service to assist with reminding that an agreed session has been booked in your name. Orana Health Services P/L is not responsible for your non-attendance if an auto message is not received; it is, therefore, not accepted as a reason for avoiding a late notice or non-attendance cancellation fee for an agreed pre-booked session.***

## **Communication guidelines**

- When using SMS text messages to communicate with Orana Health Services P/L, **please include your name each time** due to the volume of messages received; this will assist in providing the appropriate response for each person.
- Orana Health Services P/L will aim to respond to SMS texts, phone messages or emails within 48 hours or earlier. However, there may be times for unforeseen reasons that this response time is delayed. You are welcome to recontact if you have not received a response within this time.

### Private Health Insurance

Due to health insurance policies' variations of eligible rebates, you are required to contact your health insurer directly to discuss your options.

***Medicare and health fund receipts are provided at the end of each session or emailed when relevant for you to claim with the relevant provider; at times, receipts are lost and can be re-issued. You are welcome to request this as required.***

### Quality Assurance

Please note services provided by Orana Health Services P/L are by professional and accredited counsellor(s) registered with the appropriate association. Your feedback regarding any service received is welcome; please phone or email your experience.

Fees for additional services (Group Sessions/Workshops/Seminars) will be advertised in advance; for all other service fee structures, contact Orana Health Services P/L staff to discuss.