

# Orana Services & Cancellation Policy

## Counselling Session Fees

**Individual sessions** (50 mins) Initial consultation - \$150

*Subsequent Individual sessions* (50mins) \$140/ Concession/Student Card Holders - \$120 per consultation

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

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

\* Intensive couple sessions are available as needed

**Family (3 or more individuals)** (50 mins) Initial consultation - \$200

*Subsequent sessions* - \$180/Concession/Student Card Holders - \$160 per consultation

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

- Medicare rebates apply if eligible
- Mental Health Care Plan
- Bulk Billing \* Limited availability, please discuss your individual needs to explore this option

## Payment options:

- Online Electronic Funds Transfer (EFT)
- Cash
- Credit/debit card \*Transaction fee applies
- PayPal
- Cheque

## 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.***

## Non-Attendance, Missed Session & Cancellations

To avoid being charged a late notification or non-attendance cancellation fee for a scheduled appointment, a minimum of 24hrs notice must be provided to Orana Health Services P/L to either reschedule or cancel.

*\*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 skype session.*

*\* Please note, to waive a late notification or non-attendance cancellation fee, text message(s), phone calls or emails advising of this in less than 24 hours is not sufficient notification and will not be accepted; in relation to sudden or unexpected illness, a copy of any medical evidence needs to be provided to consider waiving this fee. Less than 24 hour's notice limits the ability for Orana Health Services to fill the session time; you are agreeing to purchase time, expertise and support; please respect and value this time.*

- When undertaking a commitment to schedule a session time, you are agreeing 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.
- If a late notification or non-attendance cancellation fee is charged, you agree to pay the invoice by either a bank transfer, credit card or PayPal within 7 days of the session booking.
- To rebook a new session time after a late notice cancellation or missed appointment has occurred, the late notice cancellation fee is required to be paid.
- 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 in circumstances of injury or sudden illness prevent such notice. Orana Health Service P/L will provide alternative sessions times if this is to occur.

***\*Please note that the provision of the auto reminders both via SMS text or email are an additional service to assist with reminding that an agreed session has been booked in your name. Orana 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, **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 will aim to respond to SMS text, phone messages or emails within 48hours 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 staff to discuss.