THE CALMING SUITE

# PSYCHOLOGY

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# New Cancellation Guidelines

## MARCH 2025

- Cancellation Policy
- Therapy/Dietitian Fees
- Medicare Rebates

Mental Health Treatment Plan (MHTP)
& Eating Disorder Plan (EDP)

I want to officially take this opportunity to thank you so much for being a valued part of our

**Calming Suite Psychology Family!**

We are so delighted to be supporting you, and look forward to seeing you grow and moves towards desired change in the way you hope for and deserve.

As with all organisations across Australia, each year there are audits and reviews completed by the Government, Australian Taxation Office, AHPRA, Medicare, and Commercial Real Estate Entities. This brings about in most cases, substantial additional costs, rising membership and mortgages/rental charges, inflation/Interest rates, and in order to ensure that we can sustain such rising financial burden being a new, small private business, and keep our doors open, we have to unfortunately move with the recommended rise.

As such, we do hope you understand and if you do have any questions, please feel so welcome to talk to either Kelsey or myself.

Dr Alissa Knight

# New Cancellation Policy

We completely understand that life is not always predictable and sometimes you may need to cancel your scheduled appointment.

While we did not enforce a cancellation policy in our first year of opening in 2024, we cannot continue to sustain that model unfortunately. In line with nearly all private psychology organisations across Australia, in March 2025 we will abiding by a Cancellation Policy.

From Monday 24th, 2025,
all Cancellations must be made
with 48 BUSINESS hours notice to avoid a cancellation fee.
NOTE: This also includes if your appointment is on a Monday, you will need to inform us of a cancellation by the Thursday prior to avoid a cancellation fee.

If you are unwell (contagious), even away on holiday (Dr Knight has many of her clients request a Zoom appointment while they are away) please let us know and we will be more than happy to change your in-person session to a telehealth (Zoom) appointment.

Psychologists spend a great deal of time planning and preparing for each individual therapy session prior to clients attending. No Shows and appointments cancelled after 9am 48 hours prior to your scheduled appointment will now incur the
FULL SESSION FEE.

With such a tremendous need in Australia at present for mental health support, there are huge numbers of young people desperate to get into therapy but are placed on long waiting lists. Some would do anything to have an opportunity to commit to therapy and have a chance. As such, in respect of these young people and our Psychologists/Dietitian, cancellation fees are put in place to ensure that those who are truly wanting support can access it, and our clinicians are working with people who are ready and motivated.

# New GP Rules for 2025

## Mental health Treatment Plan & Eating Disorder Plan

The Government offer individuals in Australia the opportunity to see a psychologist for up to 10 individual sessions (or 40 sessions for eating disorder clients) per calendar year for therapy and subsidise part of the fee with what is called a Medicare Rebate (client pays full fee to see a psychologist and Medicare refund a certain amount back into client's bank account). This was only possible if an individual was under a Mental Health Treatment Plan or Eating Disorder Plan (created and managed by the clients GP).

## Unspoken Changes Started Happening late 2024

Traditionally, GPs would always simply renew a person's MHTP or EDP after 6 or 20 sessions (to afford them an additional 4 or 20 sessions for the year) without the need for a client to physically go in and see them, as long as they had a Case Formulation (initial) or Review report from a psychologist or dietitian.

Towards the end of 2024 we started noticing:

- Some Clients Medicare Rebates for either a psychologist or Dietetic appointment were rejecting and stating an error.

- After some investigation, this was a direct consequence of the clients GP not reinstating them with an additional number of sessions for either not going in to physically see them, OR for eating disorder clients, not having the consultation with a Psychiatrist at session 20. Something that had not happened before in previous years.

# New GP Rules for 2025

## Mental health Treatment Plan & Eating Disorder Plan

## STEPS TO TAKE IN 2025

**STEP ONE**. The very first thing we would like to ask everyone to do either before, or within the first week after your first appointment with us at The Calming Suite in January 2025, is to book in to see your GP. Please inform your GP that you are intending to continue treatment with us at The Calming Suite psychology, and you would like to reinstate your MHTP or EDP.

**STEP TWO**. Your treating Psychologist or Dietitian at The Calming Suite will be sending your GP a case formulation letter on your behalf to inform your GP that you will be commencing treatment with us again in 2025, and to grant you access to a MHTP or EDP in 2025.

**STEP THREE**. This should be all you need to do to keep your GP happy, but if there are any issues with your rebates in 2025, please do let our Front Desk Administrator Kelsey know and she will take it further to ensure it is sorted out for you.

# New GP Rules for 2025

## Mental health Treatment Plan & Eating Disorder Plan

### MENTAL HEALTH TREATMENT PLAN (MHTP) RULES

For all non-eating disorder clients, a GP initially sets Medicare rebated 6 sessions. Individuals MUST return to see GP at 6th session in 2025 to be granted an additional 4 sessions. Your psychologist will ensure they write you a case formulation report, and updated progression report to your nominated GP at 3 months to inform them about your treatment with us.

### EATING DISORDER PLAN (EDP) RULES

For eating disorder clients, a GP initially sets Medicare rebated 10 sessions. Individuals must return to see GP at 10th session to be granted an additional 30 sessions. However, in 2025 a new strict ruling is eating disorder clients MUST book in to see a psychiatrist before session 20 to continue with 20 further rebated sessions with the psychologist. As psychiatrists are very booked out, please ensure you seek out a psychiatrist as early as possible.

The one we recommend is **Dr Michael Batterham** from Advanced Psychology Services. He is a trained eating disorder psychiatrist and is typically not that hard to get into. We also have a strong relationship with him at the Calming Suite.

# New Dietetic GP Rules for 2025

The Government offer individuals in Australia the opportunity to see a Dietitian for up to 5 individual sessions for Chronic Disease Management or 20 sessions for **EATING DISORDER** clients per calendar year and subsidise part of the fee with what is called a Medicare Rebate (client pays full fee to see a Dietitian and Medicare refund **$60.35** back into client's bank account). This is only possible if an individual is under a GP Management Plan or Eating Disorder Plan (created and managed by the clients GP).

In 2025, another very exciting change we will be introducing for our clients seeing dietetic/nutritional support from Sophie our Dietitian is various package bundles in highly sought after Dietetic/Nutritional Areas of Interest.

These may be subject to change; however, we plan to offer Dietetic/Nutritional Packages, for 4-week, 8-week or 12-week blocks, in the following areas:

- **WEIGHT MANAGEMENT/LOSS & BEHAVIOURAL CHANGE**
- **GASROINTESTINAL ISSUES WITH FOOD & EATING**, including: promotion of balanced gut microbiome and gut health, digestion, metabolic health (cholesterol, insulin resistance, hypertension, diabetes and non-alcoholic fatty liver disease) and general health optimisation.
- **SPORTS PERFORMANCE ENHANCEMENT AND SPORTS NUTRITION**
- **SPECIAL DIETS, INTOLERANCES AND ALLERGIES.**

# New 2025 Therapy Fees

The 2024-2025 National Australian Psychological Society (APS) recommended fees for Psychologists Australia wide is **$311 for a 46–60-minute consultation.**

Although this is recommended, and most other private psychology clinics in Adelaide on average charge between $265 - $305, we charge considerably less than this price to help with costs for our clients in this incredibly economically hard time.

Fortunately, Medicare have indeed increased the rebates slightly to help with increasing costs of living and expenses.

In 2023-2024 the Medicare rebate for a clinical psychologist was $137 and for a registered psychologist was $93

In late 2024-2025 this increased slightly to now provide a Medicare rebate for clients seeing a Clinical Psychologist at $141.85 and for a Registered Psychologist was $96.65 for individual therapy sessions.

## WHAT HAS CHANGED AT THE CALMING SUITE PSYCHOLOGY In 2025

### DIRECTOR/CLINICAL PSYCHOLOGIST

2023-2024 Therapy Fee was $225 Medicare Rebate was $137.35
2025 Therapy Fee now $240 Medicare Rebate is $141.85 ($11 increase)
Out-of-pocket for clients = $98.15 ($49 per fortnight)

### REGISTERED PSYCHOLOGIST

2023-2024 Therapy Fee was $225 Medicare Rebate was $93.35
2025 Therapy Fee now $230 Medicare Rebate is $96.65 ($2.35 increase)
Out-of-pocket for clients = $133.65 ($66.82 per fortnight)

# New 2025 Therapy Fees

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# Welcome Back!! To Our Calming Suite Family

*We Are So Determined to Help Make 2025 the Year you Transform and Shift from Survival to Revival!*