Keystone Therapy Fee Adjustment Notice – Effective 1st January 2026

Important Update for Our Valued Clients

Effective 1st January 2026, Keystone Therapy will be implementing a fee adjustment across our mental health and therapy services. This comprehensive guide explains the reasoning behind this decision, what it means for your ongoing care, and how we're committed to supporting you through this transition while maintaining the exceptional standard of service you've come to expect.

Understanding the Need for Fee Adjustments in Healthcare

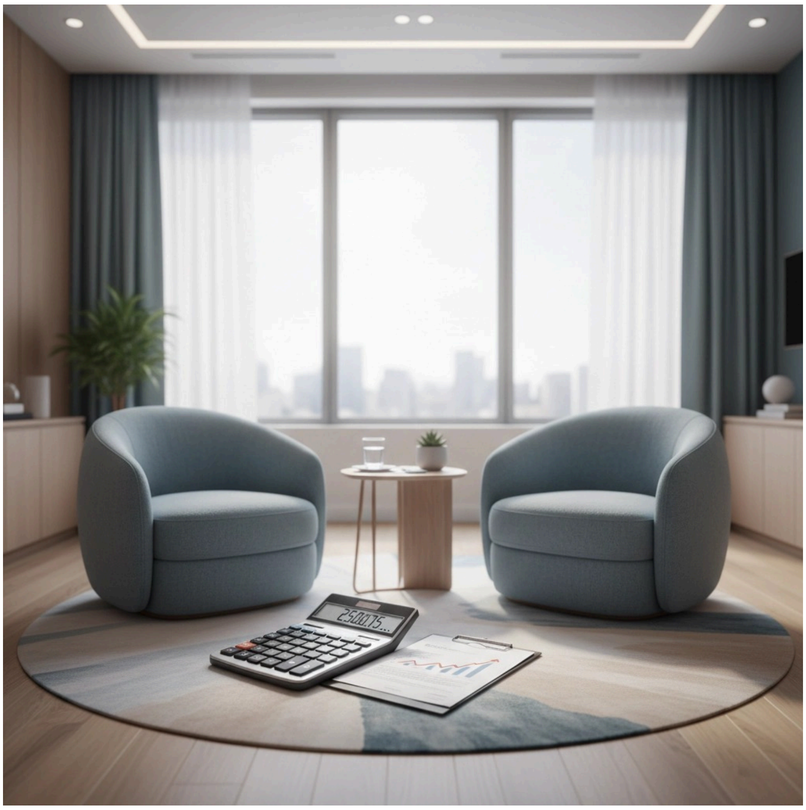
Healthcare practices across Australia are experiencing unprecedented operational pressures in 2025. This section unpacks the complex factors driving necessary fee adjustments in mental health services and explains how these changes ensure sustainable, high-quality care delivery.

The Current Healthcare Economic Environment

The mental health sector has faced significant challenges over the past two years. Rising operational costs, including facility rent increases, insurance premiums, and compliance requirements, have created a perfect storm requiring careful financial recalibration. Clinical practices must balance affordability with sustainability to continue providing evidence-based therapeutic interventions.

Key cost drivers affecting therapy practices include:

• **Facility and rental costs**: Commercial property rates have increased substantially, with many practices experiencing 15-25% rent increases • **Professional development requirements**: Ongoing training and certification maintenance for therapists • **Technology and equipment upgrades**: Modern therapeutic tools and secure digital platforms • **Insurance and regulatory compliance**: Enhanced professional indemnity and practice insurance requirements • **Qualified staff retention**: Competitive compensation packages to maintain experienced clinical teams



Why Fee Adjustments Support Better Outcomes

Research consistently demonstrates that stable, well-resourced therapy practices deliver superior client outcomes. When practices can invest in continuing education, evidence-based treatment modalities, and quality assurance measures, clients receive more effective interventions with better long-term results.

A study by the Australian Psychological Society found that practices maintaining consistent investment in infrastructure and staff development showed 34% better client satisfaction ratings and 28% improved treatment completion rates compared to those operating under financial stress.

What This Adjustment Means for Your Care

This section outlines the practical implications of the fee adjustment and how Keystone Therapy is committed to ensuring continuity of care during this transition.

Maintaining Service Excellence

The fee adjustment directly supports our ability to:

• **Retain experienced, qualified therapists** who provide specialized interventions across neurodiversity, trauma recovery, and mind-body integration • **Invest in advanced therapeutic modalities** including cutting-edge approaches to stress management and sleep disorder treatment • **Maintain our comprehensive resource library** and assessment tools • **Ensure robust privacy and security measures** for all client information and therapeutic communications • **Provide ongoing supervision and clinical consultation** to guarantee evidence-based practice standards

Service Continuity Assurance

Your therapeutic relationship and treatment progress remain our primary focus. Current treatment plans will continue without interruption, and your therapist will maintain consistency in care delivery. The adjustment affects pricing structure only, not the quality, frequency, or approach to your therapeutic interventions.

Accessing Updated Rate Information

For complete transparency, we've made updated rate information easily accessible through multiple channels:

Online Resources

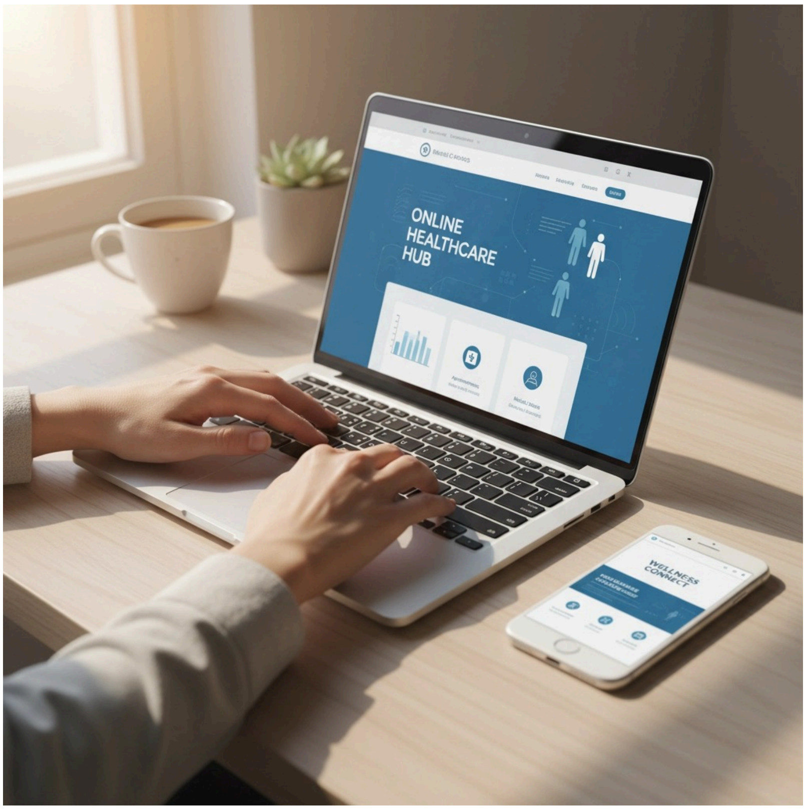
Visit our comprehensive rate schedule at keystonetherapy.com.au where you'll find:

• **Detailed service pricing** for individual therapy, couples counseling, and group interventions • **Insurance coverage information** and Medicare rebate calculations • **Payment plan options** and financial support resources • **Frequently asked questions** about the adjustment process

Direct Support

Our client services team is available at **0466095490** to discuss:

• **Personalized cost calculations** based on your current treatment plan • **Insurance verification** and maximizing available rebates • **Payment arrangement consultations** to ensure continued access to care • **Alternative service options** if needed to accommodate budget considerations



Financial Support and Accessibility Options

Keystone Therapy remains committed to ensuring mental health services remain accessible to our community. This section inventories the various support options available to help manage the financial aspects of your ongoing care.

Flexible Payment Solutions

We understand that healthcare costs can create additional stress during already challenging times. Our financial support framework includes:

• **Extended payment plans** with no additional fees or interest charges • **Session bundling discounts** for clients committing to ongoing treatment packages • **Sliding scale considerations** for demonstrated financial hardship situations • **Insurance optimization assistance** to maximize available rebates and benefits

Medicare and Insurance Benefits

Many clients qualify for substantial rebates through Medicare's Enhanced Primary Care program and private health insurance mental health benefits. Our administrative team provides comprehensive support to:

• **Verify current benefit eligibility** and remaining session allocations • **Coordinate with referring practitioners** to ensure seamless rebate processing • **Submit claims electronically** for faster reimbursement processing • **Provide detailed receipts** optimized for insurance claim submissions

Our Commitment to Quality Care

This fee adjustment enables continued investment in evidence-based therapeutic approaches and maintains our position as a leading mental health practice. The following subsections outline how these resources directly benefit your therapeutic outcomes.

Evidence-Based Treatment Modalities

Your investment in therapy sessions funds access to:

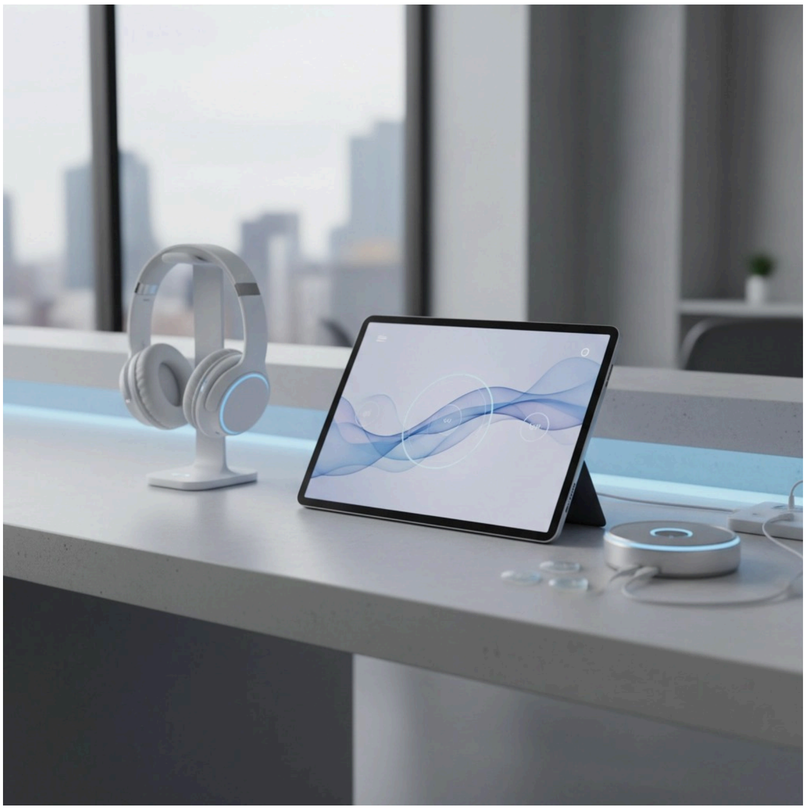
• **Specialized training programs** in trauma-informed care, neurodiversity support, and mind-body integration techniques • **Advanced assessment tools** for precise diagnosis and treatment planning • **Continuing education programs** ensuring therapists remain current with latest research and interventions • **Clinical supervision structures** that guarantee adherence to best practice standards

Technology and Innovation

Modern therapy increasingly relies on sophisticated tools and platforms that enhance treatment effectiveness:

• **Secure telehealth platforms** with advanced encryption and privacy protection • **Digital assessment and monitoring tools** for tracking progress and adjusting interventions • **Biofeedback and**

stress management technology supporting mind-body therapeutic approaches • **Comprehensive electronic health records** ensuring coordinated, informed care



Preparing for the Transition

The January 1st, 2026 effective date provides ample time for financial planning and adjustment. This section provides practical steps to ensure smooth transition to the new rate structure.

Immediate Action Items

To prepare for the adjustment:

1. **Review your current treatment schedule** and anticipated session frequency
2. **Contact your insurance provider** to verify mental health benefit details for 2026
3. **Schedule a financial consultation** with our client services team if needed
4. **Explore available payment options** that align with your budget considerations
5. **Update your Medicare information** if rebate eligibility has changed

Long-Term Planning Considerations

Mental health treatment often requires sustained commitment over months or years. Consider:

• **Annual healthcare budgeting** that includes mental health as a priority investment • **Health Savings Account utilization** if available through your employer or personal finance planning • **Treatment goal prioritization** to optimize session frequency and therapeutic focus areas • **Preventive care emphasis** that may reduce long-term treatment requirements through early intervention

Continuing Our Partnership

At Keystone Therapy, we view the therapeutic relationship as a genuine partnership in your mental health and wellness journey. This fee adjustment ensures we can continue providing the specialized, evidence-based care that supports lasting positive change in your life.

Our Ongoing Promise

Despite necessary operational adjustments, our core commitments remain unchanged:

• **Individualized treatment approaches** tailored to your unique needs, goals, and circumstances • **Trauma-informed, culturally sensitive practice** that honors your personal and cultural background • **Collaborative therapeutic relationships** that empower your active participation in the healing process • **Comprehensive support resources** extending beyond individual sessions to include educational materials and community connections

Moving Forward Together

We appreciate your understanding and continued trust as we navigate these necessary adjustments together. The investment in sustainable practice operations directly translates to enhanced therapeutic outcomes and maintained access to specialized mental health services in our community.

For any questions about the fee adjustment, updated rates, or financial support options, please don't hesitate to contact our team at keystonetherapy.com.au or call us directly at 0466095490. We're here to ensure this transition is as smooth as possible while maintaining the highest standards of therapeutic care.

Your mental health journey deserves consistent, professional support. These adjustments ensure that Keystone Therapy can continue providing exactly that: today, tomorrow, and for years to come.

Sincerely, The Keystone Therapy Team