



Cancellation Policy

When appointments are booked, the psychologist reserves the whole hour especially for you, therefore the following cancellation policy is in place.

We require 24 hours notice to reschedule or cancel a session without incurring any extra fees. If your appointment is on a Monday then please notify the clinic by the preceding Friday.

This policy is in place to allow us to offer the allocated time to another client who may be on a cancellation or waiting list for an appointment. 50% of your session fee will be charged for non-attendance or less than 24 hours cancellation of a session.

You may call our office at anytime, even after hours, as we do have an answering service that allows you to leave a message. We will return your call as soon as possible.

We understand that sometimes you may be unable to keep an appointment because of sudden illness or an unexpected personal emergency. If this happens to you, please contact us as soon as possible to explain the situation.

A late cancelled appointment is a loss to three people:

- The client who is delaying their therapy progress
- Another client who has been sitting on the waiting list to see the psychologist urgently
- The psychologist who spent the morning preparing for the session

Please note that Medicare or health insurance rebates are not applicable to cancellation fees. WorkCover and TAC claimants please note that your claim does not cover cancellation or non-arrival fees.

Please note that while we endeavour to remind you of your appointments through SMS/email reminders, these should not be relied upon and it is your responsibility to keep track of any appointments you have made.

Group Sessions

Due to needing to be able to plan for the sessions and to ensure that participants are eligible for Medicare rebates we need to ensure that there are certain numbers of participants within group sessions. We also believe that in order to receive the most benefit from the group sessions, consistency in attendance is necessary. It is our policy to take payment for the full module or course upfront regardless of number of sessions attended. Attendance at a Medicare rebated session will allow for the session fee to be claimed back on the day of the session. When considering if a course is right for you, please consider whether you will be able to commit to the full course.