

## Cancellation Policy, including Bulk Billing appointments:

We understand that things come up!

We know that life can be unpredictable and you may need to reschedule an appointment.

If you can't make your appointment, it is important that you let us know as soon as possible.

To cancel or reschedule an appointment you can:

- Call us on 1300 696 463 (preferred)
- Respond to the text message reminder that we send you two days prior to your appointment

### Late cancellations and non-attendances

When appointments are booked our clinicians reserve an hour of their day especially for you.

A late cancelled appointment is not just an inconvenience to the clinic, but it is also a loss to three people;

- 1 ***The client cancelling***, who is then denying their therapy progress.
- 2 ***Another client***, who is waiting to see the mental health clinician. We often have long waiting lists.
- 3 ***The mental health clinician***, the health professional who has spent time preparing for the appointment, who is then also not paid for their time.

This is why we have a cancellation policy in place, please note this includes Bulk Billing Appointments

**We require a minimum of 24 hours' notice to reschedule or cancel a session without incurring our DNA/Cancellation Fee.**

**A 90 % cancellation fee will be charged for all non-attendances, and may be charged on less than 24 hours' cancellation of an appointment.**

**Please note a cancellation fee also applies to Bulk Billing appointments – cancellation fees are not bulk billed.**