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## Cancellation, Non-Attendance and Late Arrival Policy

*The act of booking any appointment with our service means that you agree to this policy in full.*

Access Psych provide a professional service to you. Our clinicians can only see a limited number of clients per day and commit to providing significant time and care to session planning and preparation. When an appointment is scheduled, that time has been set aside for you. When late cancellation, non-attendance or late arrival occurs, this time cannot be used to see other clients who need our professional assistance. In an effort to reduce the number of such occurrences, Access Psych have implemented a Cancellation, Non-Attendance and Late Arrival Policy so that we can offer other clients available appointments and be respectful of our clinicians' time.

To avoid a cancellation or non-attendance fee ensure you must contact Access Psych a minimum of 48 hours or two business days prior to your appointment if you propose to cancel your appointment.

For cancellations or non-attendance with less than 48 hours' or two business days' notice, Access Psych will charge a \$65.00 cancellation fee.

When scheduling an appointment with Access Psych, please take the time to take note of this in a way that works for you so that you don't forget your appointments. Access Psych also send reminders three days prior to your appointment and an SMS reminder 24 hours prior to your appointment. You can contact us by phone on 1800 644 327 or alternatively, you can email us at [info@accesspsych.com.au](mailto:info@accesspsych.com.au) or respond to the email reminder notice to cancel or change your appointment.

We do understand that emergencies sometimes occur, and we will not charge a cancellation fee in such cases. Discretion will be used to determine the significance of the emergency. The request of a medical certificate may also be required to waive the cancellation fee.

Please note that Medicare, WorkCover, DVA, TAC and Private Health Insurances will not cover the cost of cancellation fees. It will be your responsibility to cover those fees. We are able to offer you a payment plan to work towards full payment of cancellation fees if required. Access Psych also have the right to take any further reasonable action necessary to recover any unpaid fees and to bill you for any reasonable additional costs incurred in taking such action. Some Employee Assistance Program appointments funded by Employers may cover the cost of the cancellation fee, however this is dependent on the agreement made between Access Psych and the Employer. For clients accessing sessions under the Employee Assistance Program, any late cancellation or missed appointment may count toward the approved annual session allocation.

We reserve the right to make no future appointments for you until all outstanding fees are paid.

If you are late for an appointment, you will be seen as soon as possible, though your session duration may be shortened in length.

For any client under the age of 18 years old, we require a parent or guardian to accept the terms of this policy at the time of booking an initial consultation.

We hope you find this to be a fair and reasonable policy and we thank you for your understanding and cooperation.