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# Cancellation, Non-Attendance and Late Arrival Policy: Private Paying Clients

*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, Access Psych requests a minimum of two days' notice prior to your appointment if you need to cancel or reschedule your appointment. For example, a Wednesday appointment must be cancelled by Monday. Access Psych have the right to cancel any future appointments should a pattern of insufficient notice occur.

### Private Paying Treatment clients:

- For clients accessing treatment services, any cancellations or non-attendance with less than two days' notice, Access Psych will charge a $65.00 cancellation fee to the stored credit card on file as per Access Psych Terms of Payment Policy.

### ADHD/Autism Assessment clients:

- For clients accessing ADHD and/or Autism assessments, please note that cancellations made with less than two business days of the scheduled appointment, or failure to attend the appointment, will result in the 50% deposit being non-refundable.
- If you need to reschedule your assessment with less than two business days' notice of the appointment, your deposit may be transferred to the new appointment provided it occurs within 30 days, or at the clinician's next available appointment thereafter.
- All assessment questionnaires provided to you when booking your appointment must be completed and returned at least two business days prior to your scheduled assessment appointment. If the questionnaires are not received within this timeframe, your assessment appointment will need to be cancelled, and your 50% deposit will be forfeited and is non-transferable.

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 sends appointment reminders via email and SMS to remind you of your scheduled appointments. You can contact us by phone on 1800 644 327, email us at info@accesspsych.com.au or respond to the email/SMS 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 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. 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.

We thank you for your understanding and cooperation.



**P** 1800 644 327 | **F** 02 4903 3299 | **E** info@accesspsych.com.au **accesspsych.com.au**