

## CANCELLATION & MISSED APPOINTMENTS POLICY

Centre of Mind is committed to providing the highest quality service in a timely manner and your appointments and wellbeing are important to us. Our commitment to you or your child/dependent, the client, is that our psychologists provide up to date, evidence-based treatment. The number of clients your psychologist cares for at any one time is limited and additional time and space is allocated in your psychologist's diary, allowing them to be prepared and present for your appointments.

Our cancellation policy is designed to dissuade clients from booking appointments and cancelling or rescheduling them at late notice. When you book your appointment, you are holding a space on our calendar that is no longer available to our other clients. When a client cancels or reschedules their appointment without giving sufficient notice, or misses their appointment altogether, it poses a loss to three people:

1. The client who is delaying their therapy progress.
2. Another client who has been on the waiting list for an extended period of time.
3. The psychologist who set aside time in their calendar, spent time preparing for the session and now experiences a loss of income.

At Centre of Mind, clients are required to give at least 2 business days (i.e., 48-hours) notice of any intention to cancel or reschedule their appointment, otherwise charges may be payable. Sometimes there are good reasons for cancelling or rescheduling appointments. However, unlike brief medical appointments, it is impracticable to fill a psychology appointment that runs for 50 minutes at short notice. If several clients are late in cancelling, or reschedule or miss their appointments in one day, then the practice loses a large amount of their income.

### Notice Periods and Applicable Fees

Cancellation Notice Period Provided	Applicable Fees
Cancel or reschedule with more than 2 business* days (i.e., 48-hours) notice	No fee payable
Cancel or reschedule with less than 2 business* days (i.e., 48-hours) notice	50% of consultation fee payable
Missed appointment (i.e., no-show)	100% of consultation fee payable
NDIS client - Cancel or reschedule with less than 2 business days (i.e., 48-hours) notice	100% of consultation fee payable
NDIS client – Missed appointment (i.e., no-show)	100% of consultation fee payable

\*Business day refers to between 8am – 5pm Monday to Friday.

In line with the NDIS guidelines, fees for missed appointments (i.e., no-shows) and cancelling or rescheduling with less than 2 business days' notice, are charged at 100%. Our cancellation amount and period are determined by the most current NDIA Price Guides.

The cancellation fee amount will be automatically debited from the nominated debit/credit card stored on Halaxy or an invoice will be sent via email if this has not been provided or your card has insufficient funds. If the invoice for cancellation fees is sent via email, you will need to pay via direct deposit (bank account details are at the bottom of the invoice) or by letting us know to reprocess your debit/credit card. Please note, this fee is not claimable through Medicare, third party funders or private health funds.

In the event that this cancellation fee is not paid, we reserve the right to utilise a debt collection service.

### How to Cancel

- Call or text 0431 914 252. If you call and there is no answer, please leave a voice message or send a text message.
- You can reply 'No' to your text reminder.
- You can email [centrefmind@outlook.com](mailto:centrefmind@outlook.com).