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## Cancellation Policy

If for some reason you need to cancel or postpone your appointment, we require that you give us at **least 48 hours' notice**. When you make an appointment, you are reserving an hour of your practitioner's time, so we kindly ask that you give us sufficient notice in the event that you need to cancel or postpone your appointment.

Giving us more than 48 hours' notice helps us offer this valuable time to other people who have pressing mental health needs and would benefit from an earlier appointment. A cancellation fee is not charged when you provide more than 48 hours' notice to the clinic.

## Appointment Reminders

We send you an SMS and email at least 48 hours prior to your appointment to help remind you of your appointment and to give you sufficient time to make alternative arrangements, should you need. If your appointment is on a Monday or a Tuesday, we will send you a reminder on the Friday before your appointment. This is so that you have sufficient time to contact the practice should you need to cancel or change your appointment.

## Cancellation Fees (non-NDIS)

The following cancellation fee may apply if you do not provide sufficient notice:

- **Less than 24 hours' notice:** in cases where less than 24 hours' notice is given or no notice is given, our Cancellation Policy of 100% of the session fee will apply.
- **Less than 48 hours' notice:** in cases where less than 48 hours' notice is given or no notice is given, our Cancellation Policy of 50% of the session fee will apply.

## NDIS Cancellation Fees

In line with the NDIS Price Guide, our NDIS Cancellation Policy is that 100% of the scheduled appointment fee will be charged when we receive less than 48 hours' cancellation notice or for unattended appointments

## Cancellation Fees for Third-Party Funded Appointments

If your sessions are being funded by a third-party organisation, please check their cancellation policy. Some funders (such as TAC or WorkSafe) do not pay for cancellation charges or for unattended appointments so any cancellation fees will be your responsibility to pay.

## Notifying the Clinic

To reschedule or cancel your appointment, please call the clinic on (03) 9440 9886 or email [info@mindatworkpsychology.com.au](mailto:info@mindatworkpsychology.com.au). The clinic phone may divert to our off-site reception team if staff at the clinic cannot answer your call.