



Cancellation Policy- Please read carefully, effective from August 2022

When appointments are booked, the psychologist reserves the whole session time especially for you, therefore the following cancellation policy is in place.

We require more than 48 hours notice (business days) to reschedule or cancel a session without incurring any extra fees.

A 50% cancellation fee will be charged if you provide between 24-48 hours notice (business days). If less than 24 hours notice (business days) is given, a 100% cancellation fee will be charged.

For example; if your appointment is scheduled for Wednesday at 1pm, you will need to contact us by 1pm on the Monday to cancel or reschedule without a fee being issued.

A 100% cancellation fee will be charged for non-attendance and/or late cancellations (less than 24hrs on business days). For example; if you have an appointment at 12pm on Tuesday and you call to cancel your appointment at 9am or you do not attend without contacting us you will be charged the full session fee.

This policy is in place to allow us to offer the allocated time to another client who may be on a cancellation or waiting list for an appointment.

Psychological appointments funded through such systems as EAP, WorkCover, TAC and Department of Veterans Affairs are also subject to the cancellation policy outlined above. In these instances, any fee incurred will be forwarded to the client, not to the service funding the specific treatment.

Additionally, please be aware that Medicare rebates are not available for cancelled appointments, which incur a cancellation fee.

We understand that sometimes you may be unable to keep an appointment because of sudden illness or an unexpected personal emergency. If this happens to you, please contact us as soon as possible to explain the situation, our psychologists can offer Telehealth as an option instead of cancelling the appointment.

To cancel or reschedule your appointment you can contact us via our phone number 1300 019 230 or send us an email at info@inpsyncpsychology.com.au Please note that we do not accept mobile text messages or social media direct messages as a form of cancellation. All Monday appointments will need to be confirmed by the Friday afternoon, please contact reception by 1pm to cancel or reschedule as our office is not open every Saturday.

Also if you have any outstanding cancellation fee's your next appointment will not be confirmed until the payment is received.

If you have questions or concerns about any of the information contained above, please do bring them up during your sessions so that any issues or concerns can be resolved.

By making the booking on behalf of yourself or a child under your care, you confirm that you are authorized to agree to this policy.