



Cancellation Fee Policy

Early cancellation (more than 24 hours before the appointment) - no fee

Cancellation 24 hours before the appointment - \$50 fee

Non-attendance or cancellation within 1 hour of the appointment - full fee

Frequently Asked Questions

- **What is the latest I can cancel?** If you can't attend your appointment, please let me know as soon as possible so I have the best chance possible of filling the vacancy. To avoid incurring a cancellation fee, please advise that you're unable to attend your appointment at least 24 hours before the scheduled time.
- **How should I let you know if I can't come to my appointment?** Email, phone or text are all fine (details are below). Text is often quickest for me to respond to. If I don't respond and you've given adequate notice as per my policy, please assume the cancellation fee won't apply (I typically only respond during business hours and out of session).
- **Is cancelling my appointment "frowned upon"?** It is very reasonable to need to reschedule your appointment from time to time, and with adequate notice I am well equipped to handle this. Repeated cancellations do signify there may be a problem. Sometimes it indicates that a client is becoming disengaged from therapy, or alternatively it can cause them to become so. Perhaps they feel they're being over-serviced and don't need to come so often – or at all – anymore. If you feel any of these apply to you, instead of cancelling can I encourage you to touch base with me instead so we can talk about it? It's a better outcome for everyone if we can work together to find a more permanent solution.
- **What if I have a good reason?** Most people who cancel do so for valid reasons and so charging a fee does not feel nice! It is unfortunately necessary to keep the business viable and to ensure (as far as possible) that cancelled sessions are freed up in plenty of time for those on waitlists to access them. I believe that reinstating the fee as a blanket policy is the fairest way. This means I won't be negotiating (sorry 😞)
- **Who pays if my fee is usually covered by a third party (e.g., NDIS, Medicare)?** Cancellation fees are generally the responsibility of the client. *Medicare does not cover cancellation fees.* This means non-attendance within an hour of your appointment incurs the full fee - you will need to pay the rebate amount as well as the gap. Depending on your contract, sometimes NDIS will compensate part of all the fee for a missed appointment. If you're not sure, check your contract or ask your plan manager to clarify.

- **What if I'm sick?** *Thank you* for touching base if you are feeling unwell ahead of your appointment so the clinic can remain a healthy space! If you're starting to feel unwell you may be able to make a decision the day before and advise me accordingly. If you're feeling a little unwell but still up to a session, consider requesting a Telehealth session (the cost is the same).
- **What if my circumstances are challenging and I never really know ahead of time if I'll be able to attend?** I appreciate that people accessing psychology services often face many genuine barriers to attendance (it's for this reason that NDIS clients will often have their non-attendance fees covered for them). If this applies to you, please discuss your concerns with me and we will come to an arrangement that is reasonable for both of us.
- **What if you are able to fill my appointment?** If you cancel I will certainly try to find someone to take your place, and if I am successful I am legally obliged to waive your cancellation fee. A reminder however that I don't have admin support so if you cancel at short notice I will have limited resources to do this. If we can arrange a same-day reschedule for you the cancellation fee will not apply (dependent of course on my having availability for this).
- **Oops! I forgot to come to my appointment...What should I do?** It's okay! It happens to all of us! I'm very happy to re-schedule your appointment whatever the circumstances. Please understand however that the cancellation fee will apply.

Tips for Remembering Appointments

- Have just one calendar if possible, with everything on it.
- Know what kind of calendar works best for you. Phone? A paper diary?
- Have a calendar that's small enough to carry around with you.
- Use other people to help you remember your appointment, e.g., make a deal with your partner that you remind each other about what's coming up today.
- Respond 'Yes' to the text reminders you receive. When you do this you are processing the information in a deeper way than is possible with a quick glance.
- Arrange to have your appointment on the same day at the same time every time e.g., Tuesdays fortnightly at 3pm. (If you ever deviate from this as a one-off, set extra reminders!)
- Talk to your psychologist about customizing your reminders if the 2-day prior text message system isn't working for you.

Please don't hesitate to talk to me if you have any questions or concerns about the cancellation policy.

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