



**BURNIE:** 73 – 75 Mount Street  
**DEVONPORT:** 70 Oldaker Street  
**LAUNCESTON:** 50b Frankland Street  
**BELLERIVE:** 9 – 11 Cambridge Road  
**ROSEBERY:** 3 Reece Avenue

**My Psychology Tasmania**  
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## POLICY – CANCELLATION / NON-ATTENDANCE

We commit to your therapy as much as we ask for you to commit so it is important to prioritise your therapy and attend your sessions. Sometimes there are good reasons for cancelling and rescheduling appointments but, unlike brief medical appointments, it is impractical to fill a 50 minute Allied Health appointment at short notice.

A short-notice cancellation or failure to attend your appointment is a loss to three people:

- The client who is delaying their therapy progress;
- Another client who is on the practice waiting list;
- The Allied Health professional who spent time preparing for the session.

The aim of our Cancellation/Non-Attendance policy is:

- reduce disruptions to the Allied Health professional and loss of their time in preparation for your session;
- make sure other clients do not miss out on the opportunity to access therapy;
- reduce income loss as a direct result of client cancellations.

You are advised of our Cancellation/Non-Attendance policy frequently:

- when you book;
- in your SMS reminders;
- On our website.

If you need to cancel or reschedule your appointment please contact us on:

- 03 6431 8411 as soon as possible (if after hours please leave a message), or
- email [intake@familybasedcare.org.au](mailto:intake@familybasedcare.org.au)

### CANCELLATION FEES MAY BE CHARGED IF LESS THAN 48 HOURS NOTICE IS PROVIDED

Non-Attendance	Full fee
Less than 24 hours' notice	50% of full fee
24 - 48 hours' notice	25% of full fee
More than 48 hours' notice	No fee charged

**Please note that cancellation fees cannot be charged to insurance companies, or claimed through Medicare. You will be personally responsible for any cancellation fees incurred.**

Repeated failure to attend may result in us cancelling your service and placing you on the waiting list.

We cannot guarantee that a replacement appointment will be available at short notice.

Please keep in mind that your appointment delivery may be via Telehealth video chat or phone call. This may be an alternative to cancelling your appointment altogether. Please call Intake on 03 6431 8411 to request a change to your appointment delivery method, and your clinician will determine if this is appropriate.

## Allied Health Clinicians and Intake

1. This Policy applies to all Allied Health non-NDIS clients.
2. The Cancellation/Non-Attendance Policy is to be provided verbally and/or electronically (via client email) to clients by Intake at time of booking.
3. Clinicians are to provide the Policy at the first session if not provided beforehand.
4. Fees cannot be charged if clients are not made aware of this Policy.
5. The Policy is to be placed on each Allied Health business unit's website.
6. SMS reminder messages are to contain the following wording:

“Please notify as soon as possible on 03 6431 8411 if unable to attend this appointment.  
Failure to notify may result in cancellation/non-attendance fee charged to you.  
Leave a message if calling after hours.”
7. Cancellation/Non-Attendance fees are to be charged once the client has signed a consent form/service agreement.
8. Clinicians can use their discretion if charging this fee may result in harm/distress, or the client experienced illness or an emergency that resulted in their inability to attend a scheduled appointment.
9. Full fee is fee charged without rebates.
10. If Client requests session to be telehealth/phone call at short notice Intake is to seek clinician approval as some clients need to be seen face-to-face.