

CANCELLATION / NO SHOW / DNA POLICY

We understand that paying a cancellation fee can be frustrating, and we genuinely dislike having to enforce it.

Our cancellation policy is communicated through a variety of channels, including booking confirmations, appointment reminders, SMS notifications, online bookings, our website, and in-clinic displays.

We kindly ask that all interactions with our team remain respectful. Verbal abuse, harassment or threats relating to our cancellation policy may result in the termination of services and, where appropriate, the behaviour being reported.

Our cancellation policy aims to:

- Minimise disruptions to practitioner schedules and prevent the loss of appointment time reserved exclusively for you.
- Ensure other clients have the opportunity to access appointments rather than missing out.
- Compensate practitioners for reserved appointment time that cannot usually be offered to another client at short notice. As our practitioners are independent contractors, late cancellations often result in unpaid clinical time.
- Contribute towards the administrative costs associated with booking, confirming and managing appointments, including reminders and administration time.
- Reduce the frequency of late cancellations, no-shows and missed appointments, which can have a significant impact on both practitioners and other clients.
- Reflect that appointment times are reserved exclusively for you and cannot usually be replaced at short notice.
- Where we are able to fill your appointment with another client, the cancellation fee will generally be waived.

CANCELLATION POLICY (CONTINUED)

Non-NDIS Patients

- Short-notice cancellations (including no-shows/DNAs) are cancellations made with less than two (2) business days' notice before the scheduled appointment time.

- Therapy appointments incur a cancellation fee of \$155.
- Assessment appointments incur a cancellation fee of \$155 or 50% of the total scheduled appointment fee (whichever is greater), reflecting the longer appointment durations (typically 90–120 minutes).
- Cancellation fees cannot be claimed through Medicare, WorkCover, Compulsory Third Party (CTP) insurers, or private health funds.
- Cancellation fees will be automatically charged to the nominated debit or credit card stored securely in Halaxy. Where this is unsuccessful, an invoice will be issued via email or post.
- Failure to pay outstanding cancellation fees may result in the use of a debt collection service.

NDIS Participants

- Short-notice cancellations (including no-shows/DNAs) are defined as less than two (2) business days' notice before the scheduled appointment time.
- The cancellation fee is 100% of the scheduled consultation fee, where permitted under current NDIA pricing arrangements.
- The fee will be claimed from the participant's NDIS Plan or charged to the debit/credit card on file for self-managed participants or where NDIS funding is unavailable.
- Cancellation charges are applied in accordance with the current NDIA Pricing Arrangements and Price Limits and are subject to change.

Change Modalities – Skip the Cancellation Fee

If you are unable to attend your appointment in person, you may be able to change your appointment to an online or telephone consultation, where clinically appropriate, to avoid cancellation fees.

Business Days

Business days are **Monday to Friday**. Saturdays, Sundays and public holidays are **not** considered business days for the purpose of calculating cancellation notice.

Example: If you have an appointment at **6:00 pm on a Saturday or Monday**, cancellation must be received by **6:00 pm on the preceding Thursday** to avoid a short-notice cancellation fee. Where we are able to fill your appointment with another client, the cancellation fee will generally be waived.

How to Cancel

You can cancel your appointment by:

- Calling **1300 366 614** (you may leave a voicemail).
- Replying **"No"** to your SMS appointment reminder.
- Clicking the **Appointment Link** in your appointment confirmation email (available until 48 hours before your appointment).
- Emailing info@thepsychologyhub.com.au.

- Emailing your practitioner directly.

Our Client Care Team is available:

- Monday to Thursday: **7:30 am – 7:30 pm (AEST/AEDT, depending on daylight savings)**
- Friday: **7:30 am – 7:00 pm**
- Saturday: **8:00 am – 1:00 pm**
- Closed on Sundays and public holidays.

As our Client Care Team is based in NSW, operating hours follow NSW local time (AEST/AEDT).