



Cherished Minds

Child & Adolescent Psychology

Cancellation Policy

At Cherished Minds, like many professional services, we have a cancellation policy that reflects the time that a clinician sets aside for your appointment. We also generally run waiting lists, so if we are given reasonable notice then we can offer another client a time that is suitable.

The cancellation policy requires that clients give ample notice if they need to cancel or reschedule their prescheduled appointment allowing for the clinic to utilise the time slot for other clients as needed.

This policy is based on clients advising the clinic through calling reception on 9822-8630 with more than 48hours notice prior to the pre-scheduled appointment if they are unable to attend. Clients may notify the clinic via various forms of communication including phone call, voice mail or email.

If clients do not adhere to the cancellation policy, 50% of the pre-scheduled service is charged for sessions that are cancelled less than two business days (48 hours) prior to the scheduled appointment time. In circumstances where the Client cancels an appointment with less than 24hours notice or fails to attend their pre-scheduled appointment without notice, they will be charged the entire fee.

The cancellation policy is strictly adhered to and applies to all reasons for session cancellation. In circumstances of unexpected ill health or emergency, a doctor's certificate may be provided and the fee waived. If at any time clients refuse to pay fees applied under the policy, they may be refused further services.

Cherished Minds Responsibility:

- Cherished Minds will send automated appointment reminders 3 days prior to pre-scheduled appointment (this is a courtesy system and families are required to remember their prescheduled appointments)
- Cherished Minds will endeavour to provide families with an appointment slot that suits their availability
- Cherished Minds will endeavour to reschedule appointments if required due to conflicting commitments
- Cherished Minds will charge cancellation fees in line with the above policy via NDIS funding or privately through our secure payment system on Halaxy as appropriate

Clients Responsibility:

- Clients will respond to the SMS reminder either by confirming 'yes' or calling reception on 9822-8630 to make alternate arrangements if they are unable to make appointments
- Clients will notify Cherished minds reception in line with the cancellation policy (prior to 48hrs) if they are unable to attend their pre-scheduled appointment
- Clients will provide Doctor's certificate within 24hours of the cancelled appointment if they wish their fee to be waived. If the client failed to attend their appointment without notice entirely, the fee cannot be waved in this instance.
- Clients will pay in full all cancellation fees applied to their account before or at their next scheduled appointment either in person or by phone



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