Ocean & Oaktrees
CLINICAL PSYCHOLOGY

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Appointment Cancellation and Rescheduling Policy

Effective date: November 2026
Policy owner: Jennifer Fleming, Clinical Psychologist
Next review: November 2027

1. Our Commitment to Accessible Psychological Care

At Ocean & Oaktrees Clinical Psychology, we recognise that attending psychological treatment requires a commitment of time, energy and resources.

We also understand that unexpected circumstances may arise, making it necessary to cancel or reschedule appointments.

Our appointment schedule is typically fully booked, and other clients may be waiting to access psychological care. When appointments are cancelled with insufficient notice, it can be difficult to offer that time to someone else.

Our cancellation policy is designed to ensure appointments are used effectively, minimise unnecessary waiting times, support continuity of care and maintain the financial sustainability of our services.

We aim to apply this policy fairly, transparently and with consideration for individual circumstances.

2. Cancellation and Rescheduling Notice

We require a minimum of two full business days' notice to cancel or reschedule a scheduled appointment without incurring a cancellation fee.

Business days are Monday to Friday, excluding Western Australian public holidays.

Weekends and public holidays do not count towards the notice period.

The notice period is calculated using two complete business days before the scheduled appointment, rather than simply 48 hours.

For example:

- **Tuesday appointment:** Cancellation must be received by the end of the preceding Thursday, allowing Friday and Monday as the two full business days.
- **Thursday appointment:** Cancellation must be received by the end of the preceding Monday, allowing Tuesday and Wednesday as the two full business days.

These examples assume there are no intervening public holidays.

Where at least two full business days' notice is provided, no cancellation fee will apply.

3. Late Cancellation and Non-Attendance Fees

Appointments cancelled or rescheduled with less than two full business days' notice may incur a cancellation fee.

Standard consultations

A cancellation fee of up to **100% of the scheduled consultation fee** may apply where insufficient notice is provided or an appointment is not attended.

For a standard $270 consultation, the maximum cancellation fee is **$270**.

Prepaid psychology packages

Appointments purchased through a prepaid six-session psychology package are subject to the package's specific terms.

Where insufficient notice is provided, a cancellation fee of up to **100% of the discounted package session rate ($250)** may apply, and the applicable amount may be deducted from the remaining package balance.

Non-attendance

Where a client does not attend a scheduled appointment and has not provided notice, the applicable cancellation fee may be charged.

Application of fees

Cancellation fees will be considered in accordance with Australian Consumer Law and will be reasonable and proportionate to the circumstances, including the loss arising from the cancellation and whether the appointment could reasonably be reallocated.

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Where an appointment is successfully filled by another paying client, this will be considered when determining whether a fee is appropriate.

A cancellation fee is not automatically payable in every circumstance.

4. How to Cancel or Reschedule

Clients may cancel or request to reschedule appointments through any of the following methods:

- Email (preferred)
- Telephone call (leave a voicemail – as long as your message is left in the appropriate time frame, we accept this as the time you notified us)
- SMS (reply to your appointment reminder)
- In person

Cancellation notice is assessed according to when it is received by the practice, rather than when it is subsequently reviewed.

We encourage clients to provide written notice wherever possible to maintain an accurate record of the request.

If you are unable to attend your appointment, please notify us as early as possible, even if the required notice period has already passed. If we are able to successfully fill your consultation time, you will not incur a fee.

5. Telephone and Telehealth Alternatives

We understand that circumstances may prevent clients from attending a face-to-face consultation.

Where clinically appropriate and practically available, an appointment may be converted to a telephone or video consultation rather than cancelled.

This may be suitable when:

- You are unwell but remain able to participate meaningfully in treatment.
- Transport or travel difficulties prevent attendance.
- Unexpected personal circumstances make attending in person difficult.
- Other practical barriers prevent a face-to-face appointment.

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Telephone and telehealth consultations remain subject to clinical suitability, privacy requirements and relevant Medicare or private health insurance eligibility conditions.

Where an appointment proceeds through an agreed alternative format, the normal consultation fee applies rather than a cancellation fee.

6. Illness and Exceptional Circumstances

We recognise that illness, emergencies and unexpected events can occur with little warning.

While becoming unwell does not automatically exempt a client from cancellation fees, we encourage clients to contact us as soon as possible to discuss their circumstances.

Requests for cancellation fee waivers or reductions will be considered individually.

Relevant circumstances may include:

- Serious or sudden illness requiring urgent medical attention.
- Hospitalisation or medical emergencies.
- Accidents or unexpected emergencies.
- Significant unforeseen family or caring responsibilities.
- Other circumstances beyond the client's reasonable control that prevent attendance.

The nature of the event, the amount of notice provided, the client's circumstances and whether the appointment could reasonably be reallocated may be considered.

We recognise that psychological symptoms and mental health crises may themselves affect a client's capacity to attend treatment or provide notice.

Such circumstances will be considered sensitively, taking into account clinical needs and relevant professional obligations.

A waiver or reduction is not guaranteed, but discretion will be exercised fairly and in accordance with applicable consumer law.

7. Medicare and Private Health Insurance Rebates

Medicare and private health insurance rebates are not available for cancellation fees or appointments that do not take place.

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Cancellation fees are administrative charges associated with reserved appointment time and are not fees for psychological services delivered.

Where an appointment is converted to telephone or telehealth, rebates may be available if the consultation meets the relevant eligibility requirements.

Clients remain responsible for any applicable cancellation fee, subject to the terms of this policy.

8. Appointments Cancelled by the Practice

Occasionally, Ocean & Oaktrees Clinical Psychology may need to cancel or reschedule an appointment due to illness, emergencies or other unforeseen circumstances.

Where this occurs:

- Clients will be notified as early as reasonably practicable.
- An alternative appointment will be offered where possible.
- No cancellation fee will be charged to the client.
- Any prepayment for a service not provided will be appropriately credited or refunded in accordance with applicable law and agreed arrangements.

We will make reasonable efforts to minimise disruptions to ongoing psychological care.

9. Repeated Cancellations and Continuity of Care

Regular cancellations or missed appointments can interfere with therapeutic progress and continuity of treatment.

Where attendance difficulties occur repeatedly, your psychologist may discuss whether the existing appointment arrangements continue to meet your needs.

This may involve considering:

- Alternative appointment times.
- Telephone or telehealth options.
- Changes to appointment frequency.
- Barriers affecting attendance.
- Other arrangements that may better support engagement in treatment.

Where ongoing treatment arrangements are no longer practical or clinically appropriate, alternative options or referrals may be discussed.

Any decision to change or discontinue services will be made with consideration for client wellbeing and professional obligations regarding continuity of care.

10. Australian Consumer Law and Professional Obligations
This policy is intended to operate consistently with:

- The **Australian Consumer Law**, contained in Schedule 2 of the *Competition and Consumer Act 2010*.
- The Psychology Board of Australia's *Code of Conduct for Psychologists*.
- Other applicable professional and legal obligations.

Clients will be informed of relevant appointment fees, cancellation conditions and financial responsibilities before commencing treatment.

Nothing in this policy excludes, restricts or modifies any rights or remedies available under Australian Consumer Law.

Cancellation charges will not be applied in circumstances where doing so would be unlawful or inconsistent with statutory consumer guarantees.

11. Acknowledgement of This Policy
Clients are provided with information about our cancellation arrangements as part of the booking and informed consent process.

By booking an appointment, clients acknowledge that the policy has been made available to them and that applicable cancellation conditions have been communicated.

Where appropriate, financial consent will be obtained and documented before treatment commences.

12. Questions or Concerns
If you have questions about this policy or wish to discuss an appointment cancellation, please contact us.

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This policy should be read alongside our Informed Consent documentation, Privacy Policy and any specific prepaid package terms and conditions.