**Cancellation and Fee Policy**

All payments are due at the time of session. Please note that there is a $10 late fee per week for unpaid invoices

United Minds sends out a reminder email to clients 3 days before their scheduled appointment. This gives you 24 hours to contact us before your appointment to reschedule your session. If you cancel or reschedule at least 48 hours before your appointment, then there will be **no** cancellation fee.

**If you contact us with less than 48 hours’ notice to reschedule or cancel your appointment**:

* Full fee-paying clients will be charged a cancellation fee of **50% of the session fee** which will be charged to your credit/debit card.
* Clients accessing our Community Service Program and paying reduced fees or who are bulk billed will be charged a fee of **$50** which is payable before rebooking your next session

**If you fail to attend your appointment:**

* You will be charged a cancellation fee of **100% of the session fee**. This will be charged to your credit/debit card. Clients using our Community Service Program may lose their concession/bulk billing or low-cost counselling place.

We understand that sometimes late cancellations or failing to attend may be unavoidable due to a crisis or emergency. Some examples may be hospitalisation, a serious illness or family emergency. In extreme cases such as a crisis or emergency we may be able to waive this fee. This is at the discretion of the Managing Director. If you wish to apply to have a cancellation fee waived due to an emergency or crisis then you will need to contact the Managing Director on 0438 500 251 or email [melissa@unitedminds.org.au](mailto:melissa@unitedminds.org.au). Please be aware that psychologists and administrative staff are not able to approve a waiver of a cancellation fee.

Please note, cancellation fees cannot be rebated through Medicare and may not be covered by 3rd parties like NDIS, TAC, VOCAT or workcover

We thank you for your understanding