



Emma Currie

CLINICAL PSYCHOLOGY

Cancellation Policy

We understand that unexpected disruptions arise and appointments need to be cancelled or rescheduled from time to time. If you are no longer able to attend your scheduled appointment and would like to cancel or reschedule, please provide as much notice as possible by emailing hello@emmacurriepsychology.com.au at your earliest convenience. A minimum 24 hours notice (one full business day) is required to avoid a cancellation fee.

We endeavour to send appointment reminders by text and email prior to your appointment. This reminder is a courtesy, and in the event that these reminders are not received, it remains your responsibility to monitor and manage appointment bookings/cancellations.

Cancellation fees are charged for late cancellations and non-attendances. This is necessary due to the time spent on preparing for sessions prior to the appointment, and due to the difficulty of filling appointment times at short notice. Appointments cancelled with less than a full business day's notice will incur the full fee, unless that appointment time can be filled with another client at short-notice. Appointments that are not attended, without any notice, will incur the full fee.

Cancellation fees will be automatically charged to a stored credit card, and if there is no card stored on file, an invoice will be sent by email to be paid within 48 hours. This fee is not claimable through Medicare or private health funds.

If your session is due to be bulk-billed under Medicare, you are responsible for paying any associated cancellation/non-attendance fee out of pocket. For NDIS clients, cancellations less than 24 hours will be charged at 100% of the service fee. In the unlikely event that this fee is not paid, we reserve the right to utilise a debt collection service and/or cancel subsequent appointments. All payments, including administrative fees, expenses, costs, or disbursements incurred in recovering outstanding monies shall be paid by the client.

The deposit for assessments will be forfeited in the case of late cancellation or non-attendance. A full 5 days notice is required for cancellation or rescheduling of an assessment. This is due to the considerable amount of time set aside in the diary for assessments, and for the personalised preparation of the assessment including pre-purchase and set up of the required test materials.



Emma Currie Clinical Psychology
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