



Raise the Bar

PSYCHOLOGY

Client Attendance and Cancellation Policy for Counselling Services

At Raise the Bar Psychology, we are committed to providing timely and effective psychological care to all our clients. Your appointment time is reserved exclusively for you. When an appointment is cancelled with insufficient notice or is not attended, it means that another client in need of support is unable to use that time.

This policy is designed to be fair to both our clients and our clinicians. It outlines our mutual responsibilities regarding appointment scheduling, cancellations, and non-attendance to ensure the continuity of care and the efficient operation of our clinic.

Definitions

- **Business Day:** Monday to Friday, from 9:00 AM to 5:00 PM, excluding Victorian and national public holidays.
- **Cancellation:** The act of notifying the clinic that you will not be attending a scheduled appointment.
- **Late Cancellation:** A cancellation made with less than **48 hours' notice** (i.e., within 2 business days) of the scheduled appointment time.
- **Non-Attendance (or 'Did Not Attend'):** Failing to arrive for a scheduled appointment without any prior notification to the clinic.
- **Late Arrival:** Arriving more than 15 minutes after the scheduled start time of your appointment.
- **Single-session therapy:** Single-session therapy (SST) is a standalone, 50-minute therapeutic consultation. It is a goal-oriented, client-led session designed to address a specific question or challenge, usually following you or your child's neurodevelopmental or learning assessment.
- **Therapy Block:** A block of 6 to 10 **weekly or fortnightly** sessions for ongoing therapy scheduled at a regular mutually agreed upon time.

Therapy Block

Clients requiring ongoing therapy are able to access weekly or fortnightly sessions with a psychologist, dependent upon client need/preference and psychologist availability. Ongoing therapy is booked at a regular mutually agreed upon day and time. Ongoing therapy is booked in blocks of 6 fortnightly or 10 weekly sessions. **Therapy blocks with reserved times are restricted to clients committing to weekly or fortnightly sessions.**

Ongoing therapy may be provided in-clinic or via telehealth, as advised by the psychologist and mutually agreed with the client.

Post Assessment Single-session therapy

Receiving a neurodevelopmental diagnosis (such as Autism or ADHD) is a significant life event. The period following the assessment feedback session can be filled with questions, emotions, and uncertainty about the next steps.

The purpose of this Post-Assessment Single-Session Therapy (SST) service is to bridge the gap between diagnosis and longer-term support. It provides a timely, focused, and structured opportunity for clients (or their parents/carers) to process the assessment results and develop practical, immediate strategies in a supportive therapeutic space.

This service is designed to empower clients by translating the assessment findings into meaningful, actionable steps.

Post-Assessment SST is a standalone, 50-minute therapeutic consultation. It is a goal-oriented, client-led session designed to address a specific question or challenge that has arisen for the client following their neurodevelopmental assessment.

This service is distinct from:

- **The Assessment Feedback Session:** Which focuses on delivering and explaining the formal results of the assessment.
- **Ongoing Therapy:** Which involves a longer-term therapeutic relationship to address broader or more complex mental health goals.

The SST is a complete intervention in a single appointment. While it may lead to a referral for ongoing therapy, it is not considered the start of it.

Monthly or quarterly post assessment and post therapy sessions will generally be considered SST as these appointments are standalone appointments with a specific purpose.

Cancellation Procedure

We require a minimum of **48 hours' notice (2 business days)** for any appointment cancellation or request to reschedule.

- **Example:** To cancel a 2:00 PM appointment on a Monday, you must notify us by 2:00 PM on the preceding Thursday.

If clinically appropriate, a telehealth appointment may be offered to clients who are unwell and unable to attend the appointment in person.

Notification must be made by:

- **Phone:** Calling 1300 785 662 and speaking with our reception team or leaving a detailed voicemail.
- **Email:** Sending an email to info@raisethebarclinic.com.au

Please note: A reply to an automated SMS reminder is not a valid method of cancellation as these messages are often sent from an unmonitored number.

Fees for Late Cancellations and Non-Attendance

Consistent attendance is crucial for therapeutic progress. To ensure fairness to our clinicians and other clients, the following fees apply:

- **Late Cancellation (less than 48 hours' notice):** A cancellation fee of **50% of the full session fee** will be charged.
- **Late Cancellation (less than 24 hours' notice):** A cancellation fee of **100% of the full session fee** will be charged.
- **Non-Attendance :** A cancellation fee of **100% of the full session fee** will be charged.

This fee is payable by the client and must be settled before any further appointments can be scheduled. An invoice for the cancellation fee will be sent to your nominated email address.

Late Arrivals

If you arrive late for your appointment, the session will still conclude at the scheduled end time. The full session fee will apply. For example, if you arrive 20 minutes late for a 50-minute session, the session will last for the remaining 30 minutes, and you will be charged for the full 50-minute consultation.

Early Finish

If you are not able to participate in the entire session, the session will conclude early. The full session fee will apply. For example, if you need to leave 20 minutes early from a 50-minute session, you will be charged for the full 50-minute consultation.

Important Note on Funding Sources:

- **Medicare:** Medicare rebates are **not** applicable to cancelled or missed appointments. The client is personally responsible for the full amount of the cancellation fee. An early finish or late arrival may impact the medicare rebate for the session. For clients with a MHCP, a reduced medicare rebate applies to sessions that are less than 50 minutes in duration. The minimum time for a rebateable individual session under a Mental Health Care Plan is generally **20 minutes for a Registered/General Psychologist** and **30 minutes for a Clinical Psychologist**.
- **NDIS:** For NDIS participants, cancellations are managed according to the NDIS Pricing Arrangements and Price Limits. This typically involves charging 100% of the agreed fee for

late cancellations. Your service agreement with Raise the Bar Psychology will contain specific details.

- **Third-Party Payers:** Third party payers generally do not cover fees for missed appointments. The client remains responsible for payment.

Appointment Reminders

As a courtesy, Raise the Bar Psychology sends an SMS and/or email reminder to clients approximately 3 days prior to their scheduled appointment.

Please note: The delivery of these reminders is not guaranteed. It remains the client's responsibility to remember and manage their appointments. Non-receipt of a reminder message is not a valid reason for waiving cancellation fees.

Exceptions and Extenuating Circumstances

We understand that emergencies and unforeseen circumstances can occur. The cancellation fee may be waived at the discretion of the Practice Manager in the event of:

- A sudden and serious medical emergency (a medical certificate may be requested).
- A death in the immediate family.
- A natural disaster or unforeseen accident preventing travel.

Repeated requests for fee waivers will be reviewed on a case-by-case basis.

Management of Persistent Non-Attendance

If a client has three or more Late Cancellations or Non-Attendances within a six-month period, the following steps may be taken:

1. A discussion with the client's psychologist to explore any barriers to attendance.
2. The clinic may require pre-payment for all future appointments at the time of booking.
3. In cases where non-attendance continues, it may be determined that our service is not the right fit for the client's current needs. In such circumstances, we will discuss this openly and provide referrals to alternative services where appropriate.

Waiting room

Clients are asked to wait in the waiting room until their psychologist greets them.

- **Children under the age of 15:** No child under the age of 15 may be left unattended by a parent/guardian in the waiting room, unless by prior arrangement agreed by all parties involved. In addition, a parent/guardian must remain in the office waiting room or on premise during the child's session (child under the age of 15). Raise the Bar Psychology are not responsible for supervising or monitoring children who are left unattended or dropped

off to session. Failure of the parent/guardian to adhere to this policy may result in the termination of services to the client.

- **Saturday appointments:** At the discretion of the clinic directors, and during busy periods, Saturday appointments may be offered to clients. Our administrative team does not work on a Saturday. Therefore, a parent/guardian must remain in the office waiting room for the duration of the appointment for any client under the age of 18.

If a parent/guardian would like to discuss something with the therapist and prefer the child not be present, the therapist will make an effort to find an available office to have the discussion while allowing the child to remain in his/her office. If this is not possible, arrangements may be made to speak with the therapist at another time.

Between-Session Support

- **No Between-Session Support:** The psychologist's role is generally limited to the scheduled session time. They do not provide support via phone or email between appointments.
- **Not a Crisis Service:** Raise the Bar Psychology operates by appointment and is not equipped to handle mental health crises or emergencies.
- **Crisis Protocol:** If you require urgent or crisis support during this time, please contact one of the following services:

Emergency and crisis services

Please note that your psychologist is available for support during session times only and is not able to provide crisis support outside of session times. If you are worried about your current state, or concerned about someone else, please visit your GP. If you are thinking of harming yourself, or concerned that someone else may hurt themselves, ring one of the following numbers and try to be with someone you know (relative, friend, neighbour, police, ambulance, fire brigade, hospital).

- Emergency – Call 000 or go to the closest hospital emergency department
- [Victorian Department of Health Mental Health Services Directory](#)
- [Lifeline](#) - 13 11 14
- [Kids Helpline](#) - 1800 551 800
- [Headspace](#) – 1800 650 890
- [Beyond Blue](#) - 1300 22 4636
- [SuicideLine Victoria](#) - 1300 651 251
- [Suicide Call Back Service](#) - 1300 659 467
- [Mensline Australia](#) - 1300 789 978

Family and domestic violence

- [1800Respect](#) – 1800 737 732
- <https://www.orangedoor.vic.gov.au/>

Sexual assault support services:

- [Victims of Crime Helpline](#): 1800 819 817
- [Sexual Assault Counselling Australia](#): 1800 385 578

- [Bravehearts \(support for child sexual abuse survivors\)](#): 1800 272 831

Aboriginal and Torres Strait Islander people:

- 13YARN – 13 92 76
- Yarning SafeNStrong – 1800 959 563
- Brother to Brother crisis line, Dardi Munwurro – 1800 435 799

Client Acknowledgement

By scheduling an appointment with Raise the Bar Psychology, you are agreeing to the terms and conditions outlined in this Client Attendance and Cancellation Policy. This policy is provided to all new clients as part of their intake process and is available on our website.

Effective Date: 1 December 2025

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