



Journeys Continue
PO Box 91
Bungendore NSW 2621
0417 494 283
contact@journeyscontinue.com.au

ABN: 69 423 954 437

Appointment cancellation policy

We strive to provide quality and timely support to all individuals accessing our services. When people arrive late, do not attend appointments, or cancel appointments at short notice, this inconveniences many people. Appointments are in high demand, and your advanced notice of cancellation or re-scheduling will allow other clients to access that appointment time. We ask that you are respectful to others and re-schedule or cancel your appointment consistent with this policy.

This business uses the AASW recommended schedule of fees as a guide, unless otherwise stated.

The act of booking your appointment with **Journeys Continue** means that you agree to this policy in full.

Appointment Cancellation and Re-scheduling

If you need to cancel or re-schedule your appointment, you must inform our service.

Please call 0417 494 283 or email Contact@journeyscontinue.com.au as soon as you become aware you are unable to attend your appointment or need to re-schedule your appointment. You can leave a detailed message, and this will be taken as the time that you notified our service of the appointment cancellation. We will reply as soon as possible.

If you

- Fail to attend your appointment and do not inform us; or
- Inform us of the appointment cancellation or need for re-scheduling after 3pm the day before your scheduled appointment,

then you will incur a late cancellation fee.

Exceptions to this policy

In situations of unplanned illness and personal emergencies the late cancellation fee may be waived. Depending on the situation, a medical certificate may be requested before the cancellation fee is waived.

Late Cancellation Fees

Late cancellation fees will be charged at the following rates:

- (a) 90% of the scheduled session fee for appointments cancelled or re-scheduled after 3pm the day before the scheduled appointment.
- (b) 90% of the scheduled session fee for failure to attend a scheduled appointment.
- (c) For first appointments with new clients, 100% of the scheduled fee will be charged, including the one-off administration fee for initial appointments, for situations (a) & (b) above.
- (d) All incurred travel expenses related to the cancelled or missed appointments in (a), (b) & (c) above will additionally be charged in full – at the ATO recommended cents per kilometre rates current at the time of the appointment.

What happens if an appointment fee or cancellation fee is not paid?

For **Journeys Continue** to continue providing our service and supports to you, all consultation fees must be paid, in full, at the time of the consultation (scheduled consultation for missed appointments), unless alternative payment arrangements are agreed prior to the consultation.

In the event of unpaid consultation fees and charges, **Journeys Continue** will pursue further reasonable action necessary to recover any unpaid fees. In these situations, **Journeys Continue** will charge an administration, up to the current hourly consultation fee. In the event of debt collection agency being engaged to recover unpaid fees and charges, these costs will be passed on to the client, in full.

Payment options include:

Direct Debit –

Bank: Anglican Investment Development Fund

Account Name: Journeys Continue

BSB: 702 389

Account #: 0520 9947

Alternatively -

Eftpos, Visa, Master Card and American Express excepted (transaction fees may apply)

We hope you find this to be a fair and reasonable policy and we thank you for your understanding and cooperation.