

Cancellation/Reschedule Policies

Introduction:

Welcome to Safe & Sound Counselling! This document outlines my Cancellation/Reschedule and Payment Policies for both private clients and NDIS participants. By engaging with my services, you agree to these policies, which help maintain a fair, respectful, and efficient practice.

Rationale:

My cancellation and reschedule policy is designed to support fairness and respect for everyone's time and commitment. Significant thought, time, and effort go into crafting a schedule that meets each client's very specific needs and limited availability.

When you book an appointment, that time slot is reserved exclusively for you. This means others urgently seeking support may miss out due to the slot being occupied. Many of my clients' experience distress when unexpected changes disrupt their routine, making last-minute openings nearly impossible to fill on short notice.

I plan my time with the expectation that you will attend your appointment. Beyond the session itself, I dedicate significant time to your care through:

- **Follow-up and preparation:** Writing case notes, creating session plans, and reflecting on previous sessions.
- **Resource development:** Researching, purchasing, preparing, creating resources that I think may be helpful for your self-reflection which is used in sessions and uploading them and homework to Halaxy
- **External obligations:** Participating in supervision, professional development, and consultations to maintain a high standard of care.
- **Administration and coordination:** Communicating with your or your nominee, invoicing, payments, diary scheduling, and correspondence with third parties. Setting up your appointments and charging your card etc.
- **Assessment, case formulations and treatment planning:** Conducting Assessments and developing and refining case formulations and strategies which is continually evolving as new information comes to light.

Short-notice changes can disrupt the carefully balanced structure that allows me to provide consistent, high-quality care to all my clients. Time allocated to preparing for sessions, creating personalised strategies, and managing the administrative aspects of our work is essential for ensuring a smooth and effective therapeutic process.

When cancellations occur at short notice, it becomes challenging to redirect that time to other meaningful tasks, ultimately affecting the overall efficiency and balance of my practice.

These policies are designed to promote fairness, sustainability, and mutual respect for the therapeutic process. By providing ample notice for any changes, you help maintain the quality and consistency of care for yourself and others. Thank you for recognising the planning and effort that go into each session, and for supporting a system that prioritises respect for everyone's time and commitments.

Cancellation and Rescheduling Policy: Notice Requirements and Fees:

This policy has been influenced by the NDIS Cancellation Policies for Service Providers.

- **Standard Cancellation:** Cancellations or reschedules made with more than two working days' notice are considered standard. No fee is charged for these changes.
- **Short-Notice Cancellation:** Cancellations or reschedules made with less than two working days' notice are considered to be short-notice and are charged at 100% of the session fee, as per my policies and NDIS guidelines. This includes 'no-shows.'
- **Working Days:** My working days are Monday to Wednesday.

Important: Thursdays, Fridays, weekends, and public holidays are not considered working days for cancellations, reschedules and other changes.

Examples of Notice Timelines:

- **For Monday and Tuesday appointments:** Changes must be communicated by the prior Wednesday, before midnight.
- **For Wednesday appointments:** Notice must be given by Monday at 11:00 a.m. to avoid a fee.

1. Cancellation Timelines and Fees:		
Appointment Day	Notice Deadline	Fee for Late Cancellation/No-Show
Monday	Previous Wednesday before 12:00 p.m.	Full session fee
Tuesday	Previous Wednesday before 12:00 p.m.	Full session fee
Wednesday	Monday before 11:00 a.m.	Full session fee

In summary, I respectfully request that all cancellations, reschedules, and payments for the upcoming week are finalised by midnight on Wednesdays. This allows me to complete administrative tasks efficiently and prepare for the following week.

Contact and Support Options: Contact Guidelines

- To maintain work-life balance, Thursdays through Sundays are off-limits for non-urgent contact unless explicitly advised or absolutely necessary.
- During these days I have professional commitments that demand my full attention in another industry.
- Time spent on non-face-to-face work, unexpected work, or emergency contact via text or email received on non-counselling days may incur additional after-hours fees as outlined in my T&C/Payment Policy.
- If a cancellation or reschedule request is sent between Thursday and Sunday for an appointment on Monday or Tuesday, please assume that the session cancellation fee will apply, as it is considered late notice.

How to Contact Me

For cancellations or rescheduling requests, please reach out where possible between Monday and Wednesday (midnight):

- **Email:** ayna@safeandsoundcounselling.com.au
- **Text:** 0493 441 665

Support and Flexibility:

I understand that these policies may seem unreasonable or even stringent. I do understand that we all have unique needs even within our diversities. Hence, I have tried to create a more flexible booking policy, and I would recommend that you take initiative to book online directly at a time you know you will be free.

- **Flexible Booking Options:** For those whose lives are unpredictable, I encourage you to use the [Online Booking System](#). I allow same-day bookings, even up to five minutes before the appointment.
- **Opt-In Availability Notice:** You can opt in to receive updates about available slots for the next day. helpful for those who get task paralysis or for who feel decision making in the present works best.
- **Ongoing Appointments:** Clients who benefit from a consistent schedule can reserve an ongoing time slot once a trusting relationship has been established. Payment options are discussed in the payment policy and appointments are confirmed once payment is made.
- **Proven Strategies:** Executive dysfunction includes challenges with working memory, organisation and planning. I can help you find a scheduling or planning system that works for you and offer many resources for you to trial.
- **Reminders:** Text and email reminders are sent multiple times via phone and email. Please remember these should complement, not replace your primary planning system.
- **Halaxy:** You are immediately provided access to Halaxy during Intake, so you can log in and keep track of all your appointments, invoices, payments, and the resources I provide. Please remember you are more than welcome to have complete autonomy over your booking and payments via Halaxy. You can [book online](#) anytime and [pay for your session through Halaxy](#) the week before your appointment.

Boundaries and Policies:

- **Consistency and Fairness:** These policies are applied equally to all clients to maintain fairness and uphold the integrity of my practice. Exceptions create disparities that compromise trust and consistency. It is not my role to determine whose challenges or circumstances are “greater” or more deserving of exceptions. Blanket policies avoid subjective decision-making and ensure that all clients receive the same level of care and consideration. Exceptions are considered under extremely rare and specific circumstances and solely at my discretion.

Conclusion:

Thank you for your understanding and cooperation in adhering to these guidelines. By respecting these boundaries, we can ensure a professional, mutually respectful, and equitable counselling experience for all clients.



Client Acknowledgment, Agreement and Authority

By engaging with Safe & Sound Counselling, I acknowledge that I have read, understood, and agree to adhere to the outlined Cancellation/Reschedule Policy outlined above, applicable to all private clients and NDIS clients. These policies are essential for providing high-quality care, maintaining a respectful and effective therapeutic environment, and ensuring fairness. I understand these terms are crucial for the smooth operation of the practice and equitable treatment of all clients.

Client Authorisation and Signature

X

Client Signature

Client Name:

Client Address:

Date:

Guardian/Billpayer Authorisation (if applicable)

I, the undersigned, agree to take financial responsibility for the counselling sessions and associated services for the above-named client. In accordance with the Australian Privacy Act 1988, I understand that an [Authorisation for Release/Exchange of Information](#) must be signed by the client to grant me access to any information, including invoices or booking details.

X

Guardian/Billpayer's Signature

Guardian Name:

Email:

Payment Policy

Welcome, and thank you for choosing Safe & Sound Counselling.

This Payment Policy ensures clarity, fairness, and respect in managing bookings, payments, and cancellations. These policies enable me to provide compassionate and consistent care for all clients while maintaining a sustainable practice.

By engaging with my services, you implicitly agree to the terms outlined here. If you have any questions or concerns, I am happy to assist. Together, we can create a positive and supportive therapeutic experience.

Credit Card Payments

Manual payments have now been phased out. A working credit card must be securely loaded into Halaxy. Rest assured, your details are protected by Halaxy and a third-party gateway, offering enhanced payment processing and payment protection. Your card information remains invisible to me at all times.

Online Bookings

You may book online through [my website](#). All sessions must be prepaid to secure your appointment. Halaxy provides a seamless booking process with real-time updates and automatic invoice generation for your records. This transparency ensures everything is clear and accessible.

Informed Consent

Your informed consent is essential, and my paperwork will be provided to you early in the process. Please review and sign the documents to ensure that you are fully informed of my policies.

In the absence of signed paperwork, engaging with my services and Halaxy constitutes both implicit and explicit consent to these policies:

Explicit Consent:

- Providing a payment method and agreeing to Halaxy's terms and conditions constitutes explicit consent for charges to be processed in accordance with my policies.
- Signing my paperwork is another form of explicit consent.

Implicit Consent:

- Ongoing engagement with my services—such as actively booking appointments, responding to communications, or requesting resources or assistance (e.g., invoices, reports, or case management)—demonstrates your agreement to these terms.

It is your responsibility to stay informed of my policies and sign paperwork. Claims of ignorance or refusal to sign paperwork will not invalidate these terms. I am committed to making my policies transparent and accessible so we can work together in a way that is clear, respectful, and mutually beneficial.

Post-Intake Bookings

Please book through the Online Booking System so your Halaxy account can be set up as part of the Intake process.

After the Intake Process and paperwork is complete, you may choose to book sessions directly through me if you prefer. I can temporarily manage this while we work towards building your independence in managing bookings and payments.

Payment Options

- **Prepayment at Booking:** Please note that I typically process payments at the time of the booking, mirroring the Online Booking System.
- **Ongoing Sessions:** Those who have ongoing weekly or fortnightly sessions can have the payment for their next session processed at the end of their current one, thereby creating a one-step process.
- **Payday Alignment:** Long-term clients with a good track record may be able to align payments with their payday. If your payday falls on a non-working day, kindly manage payments independently through Halaxy.

The aim is essentially to have all cancellations, reschedules, and payments finalised by the end of my working week, midnight Wednesday night, to allow for a smooth and prepared workflow for the following week.

Declined Payments

A valid credit card in Halaxy is mandatory to ensure seamless payment processing. Declined payments disrupt workflow and require additional time and resources to resolve, impacting my ability to provide smooth and prepared services to all clients.

Please communicate any potential payment issues to me in advance. Proactively addressing these matters helps maintain trust.

Repeated declined payments or knowingly providing an invalid credit card is considered a breach of policy and may result in:

- Administrative Fees for the time spent resolving payment issues or pursuing unpaid balances.
- Suspension of Services until outstanding payments are resolved.
- Service Termination in cases of repeated breaches or lack of resolution.

Why This Policy Matters

This policy is designed to ensure fairness for all clients and protect the sustainability of my practice. Trust and respect are the foundation of a successful therapeutic relationship, and consistent payment practices support a collaborative and professional environment.

These terms apply to session fees and additional charges, including non-face-to-face service provision, overtime fees, cancellation/rescheduling fees, and fees for additional and/or unexpected work.

Additional and/or unexpected work is often a result of client actions/inactions, requests, communication. Examples include:

- Addressing clinical matters outside of session or without you present.
 - Text messages or emails that turn clinical in nature will incur charges at the standard or overtime rate. I understand that this may be a preferred mode of communication for some, and I can be flexible, however please note it will be charged for. Booking a session is far more efficient and less costly than extended communication outside of scheduled sessions.
 - Similarly, any administrative tasks where context or information may need to be obtained or provided by you should be done in sessions rather than assigned to me to complete outside of session as it will warrant non face to face service provision fees, which could potentially be more costly.
 - Requests to independently correspond with third parties (e.g., support coordinators, plan managers, or other professionals) especially when instructions are not clearly outlined or left unresolved, demand significant administrative effort and may take longer and be less effective if you are not present.
 - Please note I cannot make assessments or write to professional or insurance bodies when I have limited familiarity with you as a client or have not seen you at least a few, it is unethical for me to do so and unfair to put the workload on me
- Failing to attend an appointment intended to address safety concerns, or ceasing contact with me after requesting an emergency appointment/ indicating a potential unresolved urgent safety issue or another unresolved emergency situation is at hand:
 - In these instances, even for a false alarm, I may be required to follow emergency protocols and/or collate and document the situation - cost for my time spent can end up being significant, and may exceed the cancellation fee in the case of a missed appointment
 - Please remember that I am not a crisis centre, and I strongly encourage you to call one of the emergency numbers provided during times of crisis.

Mutual trust, timely communication, and adherence to agreed policies are essential to maintain a smooth and focused therapeutic process.



Autonomy for Bookings

Clients have the freedom to manage their bookings independently through our online system, making it easy to schedule, reschedule, or cancel appointments with convenience and flexibility. This autonomy ensures that clients can make adjustments as needed, even at the last minute, while adhering to the outlined policies and procedures:

- Booking online allows you to schedule your appointments as needed. You may book even 5 minutes before a session which may reduce the risk of late cancellation or no-show fees.
- Please double check the booking details before finalising it; as I am unavailable to fix up any booking errors between Thursdays-Sundays due to professional commitments in another industry.
- Reschedules and Cancellations are of course still possible, if sufficient notice has been provided. Your paid funds will simply go as a credit on your Halaxy account for your next session or for any outstanding fees.
- Timekeeping responsibilities are shared as outlined in my T & C. In these cases, overtime fees will be charged after the session from my end.
- Non-face-to-face service provision fees, if applicable, will vary when they are charged based on the type of work done.

Third-Party Access

In compliance with the Australian Privacy Act 1988, if you are an adult client who requires a third party to receive information on your behalf, written consent is required. This includes any parents or bill payers who may be handling your payments or booking your sessions. This ensures your personal health and financial details are only shared with your explicit authorisation, protecting your privacy. For minors, a parent or guardian must provide written consent for third-party access to any details.

Please complete the [Authority to Release Form](#) if third-party access is required.

Refund Policy

As with other allied health providers, Safe & Sound Counselling does not provide refunds, so all payments are considered final and non-refundable. This policy reflects the significant unpaid time invested in the lead up and following each session. The work can begin prior to our first session and may include:

- Preparation, research, and reflection e.g. rereading of notes and homework.
- Tailoring resources and strategies to your needs.
- Documentation and administrative work after sessions such as case notes.
- Individual and Group Supervision/consultations/professional development.
- Assessments, Case Formulations and Treatment Plans which are currently done in my own time.
- Communication, provision of resources, diary management.

The time and effort put into these activities is substantial and should not be minimised or overlooked. Once this time and effort has been spent, it cannot be recovered. For cancelled appointments, there is also an opportunity cost to me and for other clients who wanted an appointment but were unable to get one. This policy is standard practice in this industry and ensures fairness and consistency across the board.

Conclusion:

Thank you for reviewing the Payment Policy at Safe & Sound Counselling. These guidelines are designed with core values of mutual respect, integrity, and transparency in mind to ensure a clear and fair process for all. If you have any questions about this policy, please feel free to contact me before you sign it. I am always happy to help.

Your trust in my practice is greatly valued, and I am dedicated to providing high-quality care that respects your individual needs and autonomy. I look forward to working together towards your well-being and personal growth.

Thank you for choosing Safe & Sound Counselling.

Client Acknowledgment

By engaging with Safe & Sound Counselling, I acknowledge that I have read, understood, and agree to adhere to the outlined Cancellation/Reschedule Policy outlined above, applicable to all private clients and NDIS clients. These policies are essential for providing high-quality care, maintaining a respectful and effective therapeutic environment, and ensuring fairness. I understand these terms are crucial for the smooth operation of the practice and equitable treatment of all clients.

Payment Authorisation

To ensure a smooth and secure payment process, I authorise Ayna Hennessy/Safe & Sound Counselling to securely charge my credit card as outlined below. This process is designed to provide uninterrupted quality care and support.

Authorisation of Charges

I authorise Safe & Sound Counselling to charge my credit card for:

- Counselling session fees for appointments scheduled on my behalf or directly.
- Late cancellation, reschedule, or no-show fees, as outlined in the Cancellation Policy.
- Non-face-to-face services, as outlined in the Payment Policies and Terms and Conditions, including case management, reports, or communication with third parties, which may be charged before or after completion depending on the service.
- Overtime fees for sessions exceeding the allocated time.
- Additional charges arising from my actions, requests, or lack of timely communication, as outlined in the agreed policies.

Authorisation of Charges

I authorise Safe & Sound Counselling to charge my credit card for:

- Counselling session fees for appointments scheduled on my behalf or directly.
- Late cancellation, reschedule, or no-show fees, as outlined in the Cancellation Policy.
- Non-face-to-face services, as outlined in the Payment Policies and Terms and Conditions, including case management, reports, or communication with third parties, which may be charged before or after completion depending on the service.
- Overtime fees for sessions exceeding the allocated time. Timekeeping is a shared responsibility between both parties.
- Additional charges arising from my actions, requests, or lack of timely communication, as outlined in the agreed policies. This includes non face-to service provision as outlined in the addendum.

Non-Face-to-Face Clinical Work: Overview

- Non-face-to-face clinical work refers to all therapeutic effort undertaken outside of scheduled appointments. This includes work that supports client wellbeing, ensures safety, addresses risk, maintains therapeutic continuity, and upholds ethical standards. It may arise from client communication, third-party interference, clinical shifts, or emergent circumstances. This work is not administrative; it is clinical in nature and it is essential to recognise this high-level work for what it is - an extension of the therapist's duty of care, requiring clinical skill, ethical reasoning, and emotional labour equivalent to in-session work.
- Examples include but are not limited to:
- Responding to messages that contain clinical content – especially if emotionally ambiguous, high-risk, or requiring therapeutic containment
- Managing therapeutic silence or delayed replies, which may indicate disengagement, distress, or rupture
- Assessing and documenting risk when disclosures, cancellations, or behavioural changes raise concern
- Providing follow-up containment, psychoeducation, or resources in response to distress, dysregulation, or crisis
- Analysing sudden shifts in presentation, including transference or projection, and preparing safe responses
- Clarifying boundaries and reiterating policy when agreed upon policies are dismissed or disputed unnecessarily, resulting in unnecessary additions to my workload
- Responding to therapy-interfering behaviours from the client or third parties, including triangulation
- Drafting therapeutic summaries, letters, or resources for the client or related professionals
- Consulting supervision, engaging in self-reflection, or reviewing ethical obligations in real time based on unacceptable behaviours (see code of conduct)
- Reviewing case history, client goals, and therapeutic documentation to plan appropriate clinical steps



- Documenting ethical decision-making where a response was required but escalation was deferred, particularly where risk and safety is concerned
- Acknowledgement of Halaxy Payment Authorisation
- I acknowledge that by providing my credit card details through Halaxy and booking appointments, I authorise:
- Halaxy to securely store and process my credit card details for payments related to counselling services.
- Charges for services rendered, future scheduled services, and any applicable fees in line with Safe & Sound Counselling's agreed policies.
- I understand that Halaxy uses a trusted third-party gateway to ensure confidentiality, fraud protection, and compliance with Australian privacy laws, providing me with a secure and reliable payment experience.

Acknowledgement of Halaxy Payment Authorisation

I acknowledge that by providing my credit card details through Halaxy and booking appointments, I have already authorised:

- Halaxy to securely store and process my credit card details for payments related to counselling services.
- Charges for services rendered, future scheduled services, and any applicable fees in line with Safe & Sound Counselling's agreed policies.
- I understand that Halaxy uses a trusted third-party gateway to ensure confidentiality, fraud protection, and compliance with Australian privacy laws, providing me with a secure and reliable payment experience.

Responsibilities and Disputes

I authorise Safe & Sound Counselling to charge my credit card for fees that align with the terms outlined in this form and the agreed policies.

I understand that:

- Providing a valid, active credit card is essential for seamless service delivery.
- Declined or cancelled payment methods while fees are outstanding constitute a breach of policy and may result in the suspension of services, additional fees, or recovery actions.
- Fees charged in accordance with the agreed terms and policies are considered final and non-disputable.

Authority to Share Limited Information

I authorise Safe & Sound Counselling to share only the necessary payment-related information with authorised entities (e.g., Halaxy, financial institutions, professional bodies) for processing payments or meeting compliance, legal, or administrative obligations. This will be done in accordance with Australian privacy laws to protect my personal information.

Acknowledgement and Signature

I confirm that I have reviewed and understood the fees and terms outlined above, including charges for session fees, non-face-to-face services as outlined in the Payment Policies and Terms and Conditions, cancellations, reschedules, no-shows, overtime, and additional charges resulting from my actions or requests.

Important

- ☐ By signing below, I accept these terms and authorise all outlined charges.
- ☐ I also acknowledge I have read and accept the [Code of Conduct](#) and the [Non Face to Face Service Provision Policy](#).
- ☐ I will conduct myself in an honourable and honest manner at all times. Please think this over carefully before you sign these as these are legal documents.

X

Client Signature

Client Name: _____

Today's Date: _____

Client Address: _____

Guardian/Billpayer Authorisation (if applicable)

I, the undersigned, agree to take financial responsibility for the counselling sessions and associated services for the above-named client.

In accordance with the Australian Privacy Act 1988, I understand that an Authorisation for Release/Exchange of Information must be signed by the client to grant me access to any information, including invoices or booking details.



X

Billpayer's Signature

Billpayer's Name: _____

Date: _____

Relationship to Client: _____

Phone Number: _____

Email Address: _____

