Late notice policy

We’re proud to run a great practice that helps people reach their goals and achieve new heights.  Help us stay organised and on time by offering 24 hours notice if you can’t make your appointment.  This allows us to help out someone else in that time.

* If you need to reschedule an appointment you must provide us with at least 24 hours notice to avoid a fee
* If you miss an appointment without notice the full fee will apply

We understand that sometimes life gets in the way of scheduled appointment times, and we do take extenuating circumstances into consideration.

* Missed appointment: $70
* Late notice change of appointment: $70
* Health fund benefits do not apply to these fees

If you provide us with your mobile number and email we will send you SMS and email reminders two days in advance to help you remember.  Can’t make it? Simply reply and let us know and we can reschedule for a more convenient time.

Optimising your outcome

In order to create a momentum of healing and progress, it is optimal for us to follow the agreed ideal progress plan which your therapist will have discussed with you. If your circumstances change we strongly encourage you to contact us and ask us questions about your care and provide us with feedback so that we can adapt the plan to better suit your needs.