

Appointments, Cancellations & Staying Connected

Flinders University Psychology Clinic (FUPC)

We understand that life can be unpredictable. At the same time, appointment times are limited and in high demand. This guide helps us support you while also making sure other clients can access care.

Attending Your Appointments

Regular attendance is important for your progress in therapy and helps your Provisional Psychologist plan your care.

If something is getting in the way of attending, we encourage you to let us know — we're here to work with you.

If You Need to Cancel or Reschedule

- Please let us know **at least 24 hours before your appointment**
- This allows us to offer the time to another client

You can contact the clinic by phone or email to reschedule.

Missed Appointments or Late Cancellations

If you miss an appointment or cancel with less than 24 hours' notice:

- A stand **\$25 fee** applies
- This helps cover the time set aside for your session and supports the running of the clinic

We understand that unexpected things happen. If there is a clear reason (e.g. illness or urgent circumstances), this will be taken into account.

A Once-Off Courtesy

We recognise that sometimes things happen unexpectedly.

- You may receive **one fee waiver** for a missed or late-cancelled appointment
- This is a once-off courtesy for your current episode of care

If You Miss Multiple Appointments

If appointments are missed without a clear reason:

- After **two missed appointments**, your sessions may be paused

- You may be placed back on the waitlist
- You're always welcome to contact us again when you're ready to re-engage

If Attendance Becomes Irregular

Sometimes clients attend intermittently but miss sessions over time.

If this pattern continues without a clear reason, we will:

- discuss with you about what's getting in the way
- review whether this is the right time for accessing our services
- pause your sessions and return you to the waitlist if needed

This is to ensure therapy is meaningful for you and that appointment times remain available for others.

If We Can't Reach You

If you miss an appointment and we're unable to contact you:

- We will attempt to reach you over a **two-week period**
- If we don't hear back, your file may be closed for now
- You can contact us at any time to restart therapy

We're Here to Work With You

We know that attending appointments can sometimes be difficult.

If there are barriers — whether practical, financial, health-related, or personal — please let us know. We will always try to work with you where we can.

Questions or Support

If you have any questions about appointments, fees, or your care, please contact us on 08 8201 2311 or via email FUPC@flinders.edu.au