

# Sound Counselling & Supervision Services Pty Ltd



## Cancellation Policy

### 1. Definitions

- 1.1. “We, us, our, SCSS”: Sound Counselling & Supervision Services Pty Ltd
- 1.2. “Website”: <https://www.soundcss.com.au>
- 1.3. “You” or “your”: Any individual, client, supervisee (clinical or non-clinical), company, or organisation using our services.
- 1.4. “Services”: Counselling and clinical or non-clinical supervision services provided by SCSS.
- 1.5. “Session” or “Appointment”: Your scheduled counselling or clinical or non-clinical supervision session.
- 1.6. “Privacy Act”: Privacy Act 1988 (Cth)
- 1.7. “Business hours” mean Monday through Friday from 9 AM to 5 PM Brisbane time, excluding public holidays in the Logan Government Area in Queensland.

### 2. Purpose and Objectives

- 2.1. SCSS prioritises your time and commitment to your well-being.
- 2.2. We reserve appointments specifically for you, and cancellations without adequate notice affect service delivery for others.
- 2.3. This policy ensures clarity, fairness, and compliance with Australian Consumer laws and regulations.

### 3. Cancellation Conditions

- 3.1. By booking an appointment, you agree to the terms outlined in this policy.
- 3.2. Cancellation fees are not claimable through health funds. Only health fund attended sessions qualify for rebates.

## 4. Cancellation Notice Requirements

- 4.1. **72 hours' notice or more:** Full refund of any payments made.
- 4.2. Less than 72 hours' notice: No refund for change of mind or inconvenience.
- 4.3. **Less than 24 hours' notice:** **Full session fee** applies for cancellations or missed appointments.

## 5. Non-Proceeding Appointments

- 5.1. Appointments may not proceed, and a cancellation fee may apply if:
  - a. You are in an unsuitable location (e.g., public spaces, vehicle, or you are in a location with significant background noise).
  - b. You are under the influence of alcohol or illicit substances.
  - c. Impairment prevents safe or effective participation.
  - d. You display offensive or inappropriate behaviour.
  - e. You fail to attend within 15 minutes of the scheduled start time.

## 6. Cancellations & Mental Health Considerations

- 6.1. If cancellation relates to a serious mental health issue, SCSS will assess the situation sensitively. Emergency support services include:
  - a. Lifeline ..... 13 11 14
  - b. Beyond Blue ..... 1300 22 46 36
  - c. Head to Health ..... 1800 595 212
  - d. 1300 MH Call ..... 1300 64 22 55
  - e. Suicide Call Back Service .... 1300 659 467

## 7. Cancellation Fees

- 7.1. **Less than 24 hours' notice:** The **Cancellation** fee is **100%** of the session fee.
- 7.2. **More than 24 hours' & less than 48 hours' notice:** The **Cancellation** fee is **75%** of the session fee. That is, your refund will be 25%.
- 7.3. **More than 48 hours' & less than 72 hours' notice:** The **Cancellation** fee is **50%** of the session fee. That is, your refund will be 50%.
- 7.4. If SCSS cancels a session, you can get a full refund. Alternatively, you may use the credit for your next session, and we will arrange a reschedule at a mutually agreeable time.

- 7.5. The cancellation fees are a genuine pre-estimate of the loss to our business. These fees are based on the current fee rates and net profit margins of missed or cancelled sessions where there is no genuine emergency.
- 7.6. Confirmation of Cancellation: We will email you to confirm receipt of your cancellation request. Your cancellation is not complete until you receive this confirmation.

## 8. Instructions for Cancellation Without Incurring a Fee

- 8.1. You are responsible for cancelling your appointment. You must provide **more than 72 hours' notice** before your appointment to avoid a cancellation fee.
- 8.2. You may cancel your appointment using any of the following methods:
- 8.3. **SMS Reply:** Reply "N" or "No" to your SMS reminder, which is sent 4 days before your scheduled appointment.
- 8.4. **Email:** Send your cancellation request to: [hello@soundcss.com.au](mailto:hello@soundcss.com.au), your email must include: - Subject line: **Cancellation Notice**, and please provide: Your full name, appointment date and time, Practitioner's name, reason for cancellation, and amount you paid for your session.
- 8.5. **Text Message:** Send your cancellation request to +61478 698 330. Your message must include the following: - Opening line: **Cancellation Notice**, and please provide: Your full name, appointment date and time, Practitioner's name, reason for cancelling and amount you paid for your session.
- 8.6. We will confirm receipt of your cancellation request within two business days'. If you do not receive a confirmation within two business days', please contact us to ensure your request has been received.
- 8.7. Cancellation notices received outside business hours will be processed on the next business day.
- 8.8. Technical Issues: If you experience technical difficulties with any of the cancellation methods, please contact us immediately by phone at +61478 698 330 during business hours.

## 9. Refund Payments

- 9.1. All refunds will be processed via bank transfer to your nominated bank account.

- 9.2. To process your refund, we will send you an email acknowledging that you are eligible for a refund, and we will ask you to provide the name of your account, BSB number, account number and amount that you paid for your session.
- 9.3. Unless otherwise agreed, refunds will be processed within 7 business days from the receipt of your bank account details.
- 9.4. Refunds comply with the *Australian Consumer Law*.

## 10. Consumer Rights

- 10.1. This policy does not limit your rights under:
  - a. Australian Consumer Law
  - b. Health Practitioner Regulations
  - c. State and Territory Fair Trading Acts

## 11. Privacy and Record-Keeping

- 11.1. SCSS handles personal information in accordance with the Privacy. For more details, please refer to our Privacy Policy found at <https://soundcss.com.au/policies/>
- 11.2. All cancellation-related records are kept for 7 years.
- 11.3. Personal information collected for cancellations is used solely for service delivery and administration.

## 12. Exceptions for Emergencies

- 12.1. Emergencies include:
  - a. Sudden medical issues requiring immediate medical attention
  - b. Natural disasters or severe weather events.
  - c. Vehicle accidents or similar unforeseen events.
- 12.2. SCSS reserves the right to determine whether the circumstances constitute a genuine emergency, but it will consider each case on its merits and make determinations in good faith. You may request the reasons for the decisions.
- 12.3. Evidence of Emergencies may be required. Supporting documentation (e.g., medical or police reports) must be provided within 7 days.

### **13. Policy Updates**

- 13.1. Occasionally we may change our Cancellation Policy. When we make changes, the updated version will be posted on our Website at <https://soundcss.com.au/policies/>
- 13.2. Please note that changes to our Cancellation Policy will apply only to appointments made after the effective date of the update.

### **14. Contact Information**

For questions or assistance:

Sound Counselling & Supervision Services Pty Ltd

PO BOX 3129 Browns Plains QLD 4118

Email: [hello@soundcss.com.au](mailto:hello@soundcss.com.au)

Phone: +61 478 698 330