

**PHOENIX SUPPORT & ADVOCACY SERVICE Inc.**

**Formerly ISA - Incest Survivors Association (Inc.)**

#### Cancellations & Non-Attendance Policy

#### Phoenix requires 48 hours-notice for cancellation of appointments

Please be aware when you cancel your counselling appointment at short notice or do not attend your appointment on the day and Phoenix is not given the opportunity to fill the appointment, thereby resulting in other clients missing out on their opportunity to see a counsellor.

We appreciate that sometimes events happen that make it necessary for you to cancel your counselling appointment at short notice, however, if we are unable to fill the vacant appointment time you will be charged your normal fee for the missed session.

Clients who are already receiving the benefit of our reduced financial hardship fees need to be aware that a charge of $25.00 will apply for each session that is missed or not cancelled with the required notice period.

**Client Non Payment of Fees**

All counselling sessions must be paid for on the day. Clients with outstanding appointment fees (including fees associated with non-attendance or failure to cancel) will not be seen until all outstanding fees are paid.

If you are experiencing financial hardship please discuss with your counsellor alternative arrangements which allow you to meet your fee obligations and maintain access to counselling support.

Phoenix is a Not for Profit organisation and payment of your fees assist us to maintain services to the community.

**Client Fee Agreement**

Please sign below to confirm that you have read, understood and accept this policy and the terms outlined above:

I \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (Please Print Name)

Understand that I need to provide 48 hours’ notice to Phoenix when I cannot make a scheduled counselling session. If I fail to provide this notice I understand I will be required to pay my normal counselling fee for the missed session or a fee of $25.00 whichever is the greater. I understand that in order to access the counselling support provided by Phoenix I must keep current with payments for counselling sessions.

I understand that if I am experiencing financial hardship I should discuss the situation with my counsellor and with their help a plan will be worked out to enable me to maintain access to the support I need.

**Client Signature:** ………………………………………………………………………………….. **Date:** …………………………