



JOANNA HENDERSON
Clinical Psychologist

CANCELLATION POLICY

PRACTICE (“the Practice”, “we”, “our”):

Name: Joanna Henderson Clinical Psychologist

Practice entity: Joanna Henderson as trustee for the Henderson Trust

ABN: 87 285 092 848

Practice address: 131 Wickham Terrace, Spring Hill, Brisbane, Qld, 4000

For the purposes of this policy, references to “we”, “us”, “our” or “the Practice” include the trustee of the Trust and any of its employees, contractors or agents acting within the scope of their role.

PRACTITIONER (“the Practitioner”)

Name: Joanna Henderson

Title: Clinical Psychologist

Registration: AHPRA Registration Number PSY0002012556

For the purposes of this policy, references to the “Practitioner” indicate Joanna Henderson.

CLIENT (“You” or “the client”)

For the purposes of this policy, references to “You” or “the client” refer to the client of the practice.

PURPOSE OF THIS POLICY

This policy explains how, and when, cancellation fees are charged for appointments with the Practice. It aims to support fair access to appointments, protect the Practitioner’s time and income, and help keep the Practice sustainable. It should be read together with the Client Agreement, Schedule of Fees and Overdue Payments & Accounts Policy.

WHY WE HAVE A CANCELLATION POLICY

Our cancellation policy is designed to:

- **Protect therapist time**

Your appointment time is set aside exclusively for you. When appointments are cancelled at short notice or missed, that time usually cannot be offered to someone else.

- **Support access for other clients**

Consistent cancellations or no-shows reduce the number of appointments available for clients who need care.

- **Prevent income loss**



Joanna is a private practitioner and independent business owner. She receives no payment for a reserved appointment unless the session is attended or a cancellation fee is charged for a short-notice cancellation or no-show.

- **Cover business costs**

Each booking involves costs such as administration time, practice management software, SMS reminders and other overheads, which are not recoverable when an appointment is cancelled at short notice.

- **Reduce repeated cancellations and no-shows**

Multiple missed or late-cancelled appointments can have a significant financial impact on a small private practice.

- **Recognise that you are paying for time**

Psychological services are time-based, not product based. Once a time has passed, it cannot be “made up” later in the day.

If we can fill your appointment from our waitlist or with another client, no cancellation fee will be applied for that appointment.

RESCHEDULING YOUR APPOINTMENT

The Practice uses an online client portal (via our practice management system) to manage bookings. From the client portal:

- You can log in at any time using your email address and password.
- If you have forgotten your password, you can reset it easily from the login page.
- Through the portal you can view, book and change your appointments.

Using the portal to reschedule early is the best way to avoid a cancellation fee and to free up the time for another client. You can access the client portal via: <https://clientportal.zandahealth.com/clientportal/jhpsych>

WHAT COUNTS AS A SHORT-NOTICE CANCELLATION?

A short-notice cancellation (including a no-show) is when you:

- Cancel, reschedule, or do not attend your appointment with less than 48 hours' notice before the scheduled start time.

For example, a 3:00 pm Wednesday appointment needs to be changed or cancelled before 3:00 pm Monday to avoid the short-notice cancellation fee.

FEES FOR SHORT-NOTICE CANCELLATIONS AND NO-SHOWS

For all short-notice cancellations and missed appointments:

- A \$150 cancellation fee applies per appointment.
- This fee cannot be claimed or reimbursed through Medicare, WorkCover, Third-Party Funders, or private health funds.
- The fee will be automatically charged to the debit/credit card saved on your account.
- The Stripe processing fee for this fee will be added to this payment in line with our Client Agreement, Schedule of Fees and Overdue Payments & Accounts Policy.



- If a valid card is not available, an invoice will be issued (by email or post) and payment is required by the due date stated on the invoice.
- Failure to pay the cancellation fee may result in the use of a debt collection service.

*NDIS cancellation fees will be charged as per the current Pricing Arrangements and Price limits document. See [NDIS website](#)

HOW TO AVOID A SHORT-NOTICE CANCELLATION FEE

If you cannot attend in person, please consider switching to an online or phone consultation instead of cancelling.

- You can request a change to online or phone by texting the confirmation line (the number you receive your appointment reminders from) or by emailing admin@jhpsych.com.au
- If suitable, this means the appointment can still go ahead and no cancellation fee will apply.

Where possible, please let us know as early as you can, so that your appointment time may be offered to someone on the waitlist.

HOW TO CANCEL OR RESCHEDULE

If you need to cancel or reschedule an appointment, you can:

1. Use the online client portal

- Log in using your email and password.
- Select the relevant appointment and follow the prompts to reschedule or cancel.

2. Text the confirmation line

- You can reply directly to your SMS reminder or text the confirmation line you receive reminders from.
- For example, you may reply “No” to the reminder SMS if you are unable to attend.

3. Email

- Email admin@jhpsych.com.au with your name, appointment time, and whether you wish to cancel or reschedule.

4. Business mobile

- You may text 0435 013 760 (business phone).
- Please note: this phone is not monitored continuously. If Joanna is in session or not in the office, texts may not be seen immediately.

Important:

Cancellations are recorded from the time your message is received (not when it is sent). Please allow time for your message to be delivered, especially outside business hours.

COMPASSIONATE OR EXCEPTIONAL CIRCUMSTANCES



We understand that genuine emergencies and unexpected events do occur (for example, sudden illness, accident, or family crisis). In exceptional circumstances, Joanna may waive or reduce the cancellation fee at her discretion. If you believe your situation falls into this category, please briefly explain this in your message when cancelling so it can be considered.

QUESTIONS ABOUT THIS POLICY

If you are unsure about how this policy applies to you, or if you would like to discuss your situation, please contact:

- **Email:** admin@jhpsych.com.au
- **Business mobile (SMS):** 0435 013 760

We appreciate your understanding and cooperation. This policy helps us provide a reliable and sustainable service for you and for all clients of the practice.