

Below are a series of **templates** written for you to contact clients who have not rebooked, crafted to be **ethical, non-coercive, strengths-based, and consistent with AHPRA and APS guidelines** on communication and advertising.

You can utilise either the My Mirror **messaging tool or session booking tool** to convey this information. With the session booking tool (as long as you don't use direct booking) there is no pressure for the client to respond or book, and if they either don't accept or decline the appointment booking then there is no fee or impact for them.

They use **solution-focused, motivational interviewing (MI), and client-centred** language, highlighting autonomy, collaboration, and respect for client choice. Each one can be slightly tailored depending on your practice tone and voice.

### **Compliance & Ethical Considerations**

All templates are:

- **Compliant with AHPRA advertising guidelines:** No testimonials, no inducements, no guarantees of outcome.
- **Consistent with APS Code of Ethics:** Respect for client autonomy (B.1.2), non-exploitation, maintenance of professional boundaries.
- **Non-commercial tone:** Focused on client care and continuity, not revenue generation.
- **Optional engagement:** Each message clearly states “no pressure” and invites voluntary participation.

#### **1. For a client who recently attended and it's unexpected they haven't rebooked**

**Purpose:** Gentle prompt, assumes engagement was positive, invites next step without pressure.

**Why it works:** Strengths-based (recognises progress), non-pressuring, supports client autonomy, maintains therapeutic alliance.

**Subject (if relevant):** Checking in after our recent session

Hi [Client First Name],

I just wanted to check in and see how you've been going since our last session. You'd mentioned wanting to keep building on the progress we made, so I wanted to make sure you've had a chance to reflect on next steps.

If you'd like to continue the work we started, you can book your next appointment [edit to fit, either; by accepting this invitation /or/ by going onto my profile and selecting a time that works for you]. If you've found things are tracking well for now, that's also great and we can always reconnect later if new goals or challenges arise.

Take care,  
[Your Name]

## **2. For a client who seemed unsure about continuing**

**Purpose:** Uses MI-consistent curiosity, normalises ambivalence, invites reflection.

**Why it works:** Normalises ambivalence, elicits change talk, keeps responsibility with client.

**Subject:** Touching base about next steps

Hi [Client First Name],

I've been thinking about our recent work together and wanted to check in to see how things are feeling for you. It sounded like you were still considering whether to keep going with sessions or take a break.

Sometimes it helps to reflect on what's been useful so far and what you'd still like to work toward. If it would be helpful, we could use a session to review progress and decide together on a plan that fits best for you.

There's no pressure just wanted to offer support if you'd like to continue. If you would like to continue the work we started, you can book your next appointment [edit to fit, either; by accepting this invitation /or/ by going onto my profile and selecting a time that works for you] or let me know what feels right.

Warmly,  
[Your Name]

## **3. For a client who hasn't attended in a while (e.g., months)**

**Purpose:** Reconnection, reflection on past goals, gentle re-engagement.

**Why it works:** Warm, open, invites self-assessment (solution-focused), avoids guilt language.

**Subject:** Checking in - how have you been?

Hi [Client First Name],

I hope you've been going well. It's been a little while since our last session, and I wanted to check in and see how things are tracking for you.

Sometimes when a bit of time passes, it can be helpful to pause and reflect on what's changed, what's working well and where you might want extra support again. If you'd like to reconnect, I'd be glad to meet and revisit your goals together.

If you would like to continue the work we started, you can book your next appointment [edit to fit, either; by accepting this invitation /or/ by going onto my profile and selecting a time that works for you] or let me know if you'd prefer to touch base first.

Take care,  
[Your Name]

#### **4. For a client who disengaged abruptly after a difficult session or period**

**Purpose:** Acknowledges possible discomfort, models empathy and acceptance.

**Why it works:** Trauma-informed tone, allows for re-engagement without shame, maintains safe connection.

**Subject:** Just checking in

Hi [Client First Name],

I wanted to reach out briefly to check in, as I noticed we haven't had a session recently. Sometimes after difficult or emotionally heavy work, it can feel useful to take a break, other times, it helps to come back and consolidate things when you're ready.

There's no pressure at all, but I wanted you to know you're welcome to reach out anytime if you'd like to continue or talk about what next steps might look like for you.

Wishing you all the best,  
[Your Name]

#### **5. For clients nearing the end of a treatment block / review period (e.g., Better Access re-referral time)**

**Purpose:** Encourages proactive review and continuity planning.

**Why it works:** Collaborative, transparent about process, encourages client ownership.

**Subject:** Planning ahead for your next review

Hi [Client First Name],

I noticed we're coming up to the end of your current block of sessions, and I wanted to check how you're feeling about next steps.

If you'd like to continue, this might be a good time to arrange [edit to suit funding/referral type] a review with your GP to update your referral so there's no gap in support /or/ time to explore other funding options if more sessions are currently not possible under your current referral].

Alternatively, if you feel ready to pause for now, that's absolutely fine too we can schedule a check-in session down the track.

Let me know what feels right for you.

Warm regards,  
[Your Name]