

CANCELLATION POLICY

This policy refers to all appointments booked with a member of our clinical team.

Why do we need this cancellation policy?

- It is not usually possible to fill an appointment time with short notice
- Your clinician dedicates significant time and care to planning and preparation
- To be fair to other clients who would have taken the appointment time if given sufficient notice

Cancellation notice required to avoid fees:

For all appointments, we require a minimum of 3 business days' notice of a cancellation.

**Except in the case of exceptional or unforeseen circumstances – see below.*

- Cancellation fees will be charged as follows:
 - 0–24 hours' notice: 100% of fee
 - 24–48 hours' notice: 75% of fee
 - 48 -72 hours' notice: 50% of fee
- For NDIS clients, cancellation fees will be claimed as per NDIS payment guidelines. For more information, please refer to <https://www.ndis.gov.au/participants/using-your-plan/managing-your-plan/understanding-price-guide>
- For all other agency funded clients, we will charge time against your funded hours. Where a client is frequently cancelling appointments with short notice, we will contact the relevant involved service to review the suitability of our service's ongoing engagement.

Are there any exceptions?

Yes – IF your clinician is able to book other suitable work within the scheduled time, a cancellation fee will NOT apply.

What is meant by “exceptional or unforeseen circumstances”?

We understand that many of our clients are often dealing with complex and challenging life situations. As such, we seek to be as flexible and understanding as possible. Exceptional or unforeseen circumstances may include the carer or young person waking up very unwell, mental health crises, the young person absconding from their care etc. Circumstances that we don't consider exceptional or unforeseen include holidays, scheduled activities, work meetings etc.

Please contact us to discuss your circumstances when cancelling and we will seek to take your situation into consideration where possible.

Document Management

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1	Jan-20	Sophie Corbett	Operations Lead	Yaso Samaranayake & Sophie Corbett	Jan 20

Revision History

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