

CANCELLATION POLICY

This policy applies 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 24 hours' notice of a cancellation.

Appointments cancelled with less than 24 hours' notice, non-attendance to a scheduled appointment or a request to reschedule an appointment with less than 24 hours' notice will be charged the full session fee. Any related travel costs incurred as part of the service delivery will also be charged at the full rate.

If a carer and/or client attends one of our therapy sites and is visibly unwell, you will be requested to leave our therapy site as per our workplace health and safety guidelines. The session will be charged at the full rate.

- 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.

Document Management

VERSION	DATE	SUBMITTED BY	AUTHORISED BY	APPROVED DATE
1	January 2020	Operations Lead	Clinical Lead / Operations Lead	January 2020

Revision History

VERSION	REVIEW DATE	REVIEWED BY	AUTHORISED BY	NEXT REVIEW DATE
2	February 2022	Corporate Lead	CEO	February 2024