

## NDIS Cancellation Policy

### Participant

The Provider understands that family life can be busy and at times unexpected and as a result children may not be able to attend scheduled appointments.

- ✓ Participants should contact the Provider at their earliest convenience to advise when they cannot attend a scheduled session. This allows the Provider to make alternative arrangements and it ensures that therapists do not spend time preparing and planning for sessions that do not occur.
- ✓ Contact the Provider by phone, email or SMS before 8.30am on the day of your appointment if your child is not able to attend.
- ✓ Contacting the Provider before 8.30am ensures that the Participant will not be charged a cancellation fee.

<b>CANCEL BEFORE 8:30AM*</b>	 <b>Thanks</b> <b>No fee applies</b>		<b>CANCEL AFTER 8:30AM* OR MISS YOUR APPOINTMENT TWICE A YEAR ONLY</b>	<b>(2) NDIS CLAIMS FULL COST</b>
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### *When “no-shows” & late cancellations are charged to the NDIS...*

- ✓ When families do not attend scheduled appointments and/or we are not notified within a reasonable time frame (before 8.30am) the Provider will make an NDIS claim for up to and including 2 occasions a year (for the full value of the scheduled service)

### *When the Provider will charge you cancellation fees...*

- ✓ After 3 or more occasions in the year, when families do not attend scheduled appointments and/or we are not notified within a reasonable time frame (before 8.30am)
- ✓ The Provider will charge 10% of the scheduled fee if the child’s session is cancelled after 8.30am on the day of the appointment.
- ✓ The Provider will charge 20% of the scheduled fee if the child does not attend their scheduled appointment and the Provider is not notified beforehand.
- ✓ These fees will be applied automatically on the child’s account by reception staff.
- ✓ If a cancellation fee has been charged, it must be paid prior to the provision of any further services. The Provider may refuse to see my child for therapy if outstanding payments are not settled.

<b>CANCEL AFTER 8:30AM*</b>	<b>10% Surcharge Fee</b>		<b>MISS YOUR APPOINTMENT &amp; THERE IS NO NOTIFICATION FROM YOU</b>	<b>20% Surcharge Fee</b>	
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- ✓ The Provider recognises that there may be circumstances that may explain your child’s absence from a therapy session or your inability to notify us before 8.30am. Neither reception staff nor your child’s therapist have the authority to waive this fee, however, parents are welcome to share any exceptional or unforeseen circumstances that may

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apply and these will be relayed to our Centre Director. The Centre Director will decide whether or not a fee will be waived.

- ✓ These additional cancellation fees apply to all clients and will need to be paid personally by families as organisations (e.g. NDIS, Medicare & Private Health) will not pay these fees.

### ***When the Provider will suspend all your scheduled appointments ...***

The Provider will make reasonable steps by phone, email and/or SMS to contact the Participant when there is a history of frequent cancellations and missed appointments as this could impact the Participant's ability to achieve the goals set on their plan. If the Participant fails to attend 3 scheduled appointments without notification or there is a history of frequently cancelling more than ½ of all booked sessions then no further therapy sessions will be offered.

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| <p><b>1. FREQUENTLY CANCEL MORE THAN<br/>½ OF BOOKED APPOINTMENTS,<br/>2. MISS 3 APPOINTMENTS WITHOUT<br/>ANY NOTIFICATION</b></p> | <p><b>No further therapy sessions offered.<br/>Child's appointment time reallocated to another<br/>child on the waiting list</b></p> |
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### ***How the Provider will help Participants with appointments ...***

The Provider will help Participants remember appointments by:

- ✓ giving a print out of appointments at the beginning of each year and the beginning of a new appointment schedule and when therapy sessions are first commenced.
- ✓ sending SMS text reminders after the return from each school holidays.
- ✓ sending an SMS text when an appointment time is changed.

If families require more frequent SMS text reminders to assist their management of appointments please see the Provider's reception staff who are more than happy to arrange this.

In the event of a no-show for a scheduled therapy session, the Provider may do any of the following to ensure the safety and well-being of the Participant and their family:

- ✓ phone or SMS the family
- ✓ determine if there are additional supports required to assist the family
- ✓ liaise with other team members (where consents are in place)
- ✓ seek direction from the Provider's director

## **NDIS Cancellation Policy**

### **Provider**

From time to time therapists may have to cancel scheduled appointments due to attendance at conferences, annual holidays, illness or other unforeseen circumstances.

- ✓ Participants will be offered a rescheduled appointment where practical and available within the Provider's appointment schedule.
- ✓ The Provider will make every endeavour to advise the Participant with a minimum 24 hour's notice by phone, email or SMS where practical.
- ✓ In the case of illness and or unforeseen circumstances, the Provider is likely to advise the Participant before 8.30am on the day of the scheduled appointment by phone or SMS.