



INITIAL ASSESSMENTS

Non-Attendance/Cancellation Policy

Effective 1st January, 2011

Introduction

We understand that family life can be busy so we provide a range of reminders at the time of booking and on the day before the scheduled appointment to help families keep track of their initial assessment times (e.g. through letters, emails, phone calls or SMS). Families are encouraged to contact us at their earliest convenience to advise us when they cannot attend a scheduled assessment time. When families do not attend appointments and fail to notify us, cancellation fees will apply.

Unfortunately, when families do not attend scheduled appointments or give short notice of cancellation, appointment vacancies are wasted and could have been used to help other needy children and families on our ever increasing wait lists.

Policy

Early Notification Cancellation – No Fee

Cancellation advice provided **on or before 10.00am on the working day BEFORE** the scheduled assessment appointment will NOT incur a cancellation fee.

Late Notification Cancellation - 10% Surcharge

Cancellation advice provided **after 10.00am on the working day BEFORE** the scheduled assessment appointment or on the day of the appointment will incur a cancellation fee equivalent to 10% of the scheduled fee.



No Notification – 20% Surcharge

If you fail to attend a scheduled initial appointment and we are NOT notified you will incur a cancellation fee equivalent to 20% of the scheduled fee.



Repeat Cancellations – 50% Surcharge

After a second instance of a late notification cancellation or no notification, you will be asked to provide a non-refundable deposit 50% of the scheduled fee to secure another assessment appointment at our clinic. You will forfeit this deposit if you fail to attend or cancel your subsequent appointment.

Conditions

We recognise that there may be exceptional circumstances where these fees may seem unfair. The decision as to whether or not a fee will be waived rests solely with the Centre Director. Our administrative staff and associate speech pathologists do not have the authority to waive cancellation fees.

If a cancellation fee has been charged, it must be paid prior to the provision of any further services by Therapy Matters.

These cancellation fees apply to all clients of Therapy Matters, even those whose services are paid for by another organisation (e.g. FaHCSIA, Medicare, Private Health funds, Schools or Department of Community Services/Child Safety). The cancellation fee will need to be paid personally by the family as third party organisations rarely pay cancellations fees for non-attendance at scheduled appointments.