



# THERAPY SESSIONS

## Non-Attendance/Cancellation Policy

Effective 1<sup>st</sup> January, 2011

### Introduction

We understand that family life can be busy so we provide a range of reminders to help families keep track of their ongoing therapy times (e.g. through letters, emails, phone calls, SMS, appointment cards or receipt reminders). Families are encouraged to contact us at their earliest convenience to advise us when they cannot attend a scheduled therapy session time. Generally, families will be expected to attend on a regular day and time each week (or fortnight). If families are unable to attend any of their regular, ongoing sessions then reasonable notice is required. 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*

Therapy sessions cancelled **before 8.30am on the day** of the scheduled appointment will NOT incur a cancellation fee\* (\*early morning appointments at 8.30, 8.45, 9.00 or 9.15 would need to be cancelled before 3.30pm on the day before the appointment).

#### *Late Notification Cancellation*

Cancellation advice provided **after 8.30am on the day of the appointment\*** (\*or after 3.30pm on the day before early morning appointments at 8.30, 8.45, 9.00 or 9.15) will incur a cancellation fee equivalent to 10% of the scheduled fee.



#### *No Notification*

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



#### *Repeat Cancellations*

Families who fail to attend three confirmed scheduled appointments in a row will have their appointment slot automatically reallocated to another child on the wait list and they will not be able to resume treatment at Therapy Matters until they have paid a non-refundable deposit of 50% for their next therapy session fee. Families will forfeit this deposit if they fail to attend subsequent appointments or cancel. Families with a pattern of late cancellations and non-attendance may have their appointment slot reallocated to another child on the wait list or their frequency of therapy reduced.

### 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.

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.