

Cancellations, Attendance and Payment Policy

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1) Cancellations

- a) As a small business, when appointments are scheduled for you, we dedicate all of our resources during that time to you. We understand there are times where you are unable to make an appointment, but with insufficient notice we are unable to see another client during that time.
- b) If you need to cancel an appointment, please call us as soon as possible. Text messages and emails may experience technical difficulties and may not arrive to us 100% of the time.
- c) If the client is unwell, COVID positive, experiencing any airborne illness symptoms (e.g. cough, cold, flu), or any other contagious illness, **you need to cancel your appointment**. This is to protect the safety of other clients and staff. You may wish to change to telehealth instead, or you may request we use this time to develop programs and resources for you.
- d) **Cancellations with less than two clear business days' notice before the time of your appointment incurs a 90% cancellation fee.** This is in line with the NDIS Pricing Arrangements and Price Limits.
- e) **Failure to attend an appointment without providing any prior notice incurs 100% of the associated fee (including any travel).**
- f) **If cancelling a home/community visit, this needs to be received by us before we depart our clinic.** If received after departing our clinic, this will incur a 100% fee, and will include travel.

2) Attendance

- a) **We require minimum attendance rates** to continue providing services. We will need to cancel your appointments with us if;
 - i) client's attendance rate falls below 50% of appointments attended for a period (a period may be a school term for example)
 - ii) client cancels 4 appointments in a row without sufficient notice
 - iii) we determine that
 - (1) attendance rate is impacting our ability to make progress
 - (2) services cannot be delivered safely
 - (3) services are not reasonable or necessary
 - (4) abusive behaviour is demonstrated towards staff
 - (5) services are not being paid for within required timelines
 - (6) we are not an appropriate provider of required services
- b) If you are having difficulty making appointments, please contact us to discuss.

3) Payments

- a) Payments are due within 5 business days after an invoice has been issued. By participating in these services, you are agreeing to ensure that payment of services delivered occurs. It is your responsibility to ensure you have

adequate funding to cover the costs of services. In the event of overspending a budget, you will need to pay any gap.

- b) If payments are outstanding for services, you understand that further services (e.g. summary reports, future appointments) may not be available to you.
- c) In the event of repeated late payments, we may ask to keep credit card details on file for future payments to continue services.
- d) Charges to any of the cancelations, attendance and payments policy may be applied at the sole discretion of the owner.