

## ALLIED HEALTH SERVICE NON-ATTENDANCE TO SCHEDULED APPOINTMENTS

Our policy aims to:

- Provide you with information about what we will do when our staff take leave, you cancel services at short notice or do not attend a scheduled service.
- Minimise the cancellation of scheduled services.

**We understand that life can become quite busy day to day. However, it would help us greatly if you can provide early notification when you are unable to attend an appointment.**

**If cancellation notification is received after 3pm the day before your scheduled appointment, this is considered short notice and will be recorded as a non-attendance.**

**This non-attendance will attract a fee equal to 90% of the appointment value, eg 54min fee for not attending a 1hr appointment.**

### **School Appointments**

If your child has a therapy session at school and is going to be absent, you need to advise us. If notification is not received by 3pm the day before, a non-attendance fee will apply.

### **Regular Non-Attendance**

If you are unable to attend three (3) appointments, without notification, in a 6 month period, we will offer your future appointments to customers waiting for the commencement of services.

At this point one or more of the following options will be offered to you:

- therapy service will be put on hold for a period of 3 months - there is no guarantee an appointment for your preferred day/time will be available on your return to service
- to be placed on a waitlist for your preferred practitioner
- to be put on a waitlist for your preferred timeslot
- an offer of an appointment at a different time
- an offer of an appointment on a different day

*Note:*

- *If you are utilising NDIS funding to access services, we are able to charge to your funding a cancellation fee (max 6 hrs of service) within the period of any Service Booking for non-attended or cancelled appointments.*
- *Cootharinga North Queensland will charge a fee for instances of non-attendance or short notice cancellation as detailed above.*
- *You will not be charged for a service if we cancel and your Cootharinga therapist cannot substitute or reschedule that time.*
- *Management are obliged to notify the NDIS, any instance where a participant is at risk of not receiving therapy supports.*