

CHANGES TO CANCELLATION NOTICE PERIODS

At South West Kids Clinic, our commitment has always been to provide exceptional care and support to the children and families we serve. As part of our continuous efforts to enhance our services, we are updating our cancellation policy. While these changes are necessary to ensure we can offer the best care to all our clients, we want to reassure you that our policy is still more flexible than the guidelines set forth by the NDIS. We deeply value the trust you place in us and remain dedicated to accommodating your needs with understanding and compassion.

When scheduling an appointment, time is specifically reserved for a therapist to dedicate to your child. When you advise our clinic that you are unable to attend an appointment with adequate notice, we are able to allocate this time to another child's care as opposed to waiting for your arrival. From the onset of therapy, we are committed to providing you with excellent services of the highest quality.

How to cancel an appointment:

You are required to contact reception as soon as possible prior to your appointment. This can be via phone or email correspondence with our friendly reception team. If you are calling outside office hours (such as over the weekend), you are required to leave a message on our voicemail and we will retrieve this message along with the time the message was left. Our friendly admin team is generally able to read and respond to emails much faster than our therapy team who are busy working with families in sessions. For this reason, it is recommended that you reach out to our admin team as the first point of contact.

Notice Period	Follow up Action
No notice given	<ul style="list-style-type: none"> ○ 100% of cancellation fee (no exceptions)
On the same day as the appointment	<ul style="list-style-type: none"> ○ 100% of the fee charged ○ Cancellation fee waived if the appointment is converted to a telehealth appointment at the scheduled time of the appointment ○ Fee will be waived if the child or carer has been hospitalised (discharge summary will be required)
The day before the appointment	<ul style="list-style-type: none"> ○ 100% of fee charged unless your appointment is converted to a telehealth session at the same time as the original appointment or rescheduled within 2 days of your original appointment. If deemed appropriate, a home program may also be offered. ○ If you are not able to reschedule within 2 days of your appointment, you will be charged the cancellation fee and rebooked at a later date. ○ Fee will be waived if the child or carer has been hospitalised (discharge summary will be required)

Two or more days before the appointment	<ul style="list-style-type: none"> o No cancellation fee will be applied
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Medical Certificates:

We can no longer waive the late cancellation fee with a medical certificate, a goodwill gesture we used to offer. Although not required by the NDIS, we covered these costs until now. We deeply value your trust and are still committed to meeting your needs with understanding and compassion.

Cancellation of school/home consultations:

If your child is scheduled to have an appointment with a therapist at school, it is your responsibility to notify our clinic if your child is absent from school. Similarly, if your child has an excursion or another event at school that will coincide with the therapist's visit, you will need to notify the clinic at least 2 days prior to your scheduled appointment. Due to the time required to prepare for a school consultation, you will be charged 100% of the fee if adequate notification is not provided.

Travel fees:

If you cancel your child's session on the day of the appointment for a school or home visit, travel will be charged as this time has been set aside for your child's session and will be unlikely to be replaced. If cancelling an off site visit prior to the day of the appointment, you will only be charged for the session time.

Frequent cancellations:

Regular attendance to therapy is integral to your child's goals being achieved. If your child attends less than 70% of sessions within a 3 month period, you will forfeit your recurring appointment. This may result in returning to the waiting list or being scheduled for single appointments at a time.

Home Programs:

Home/school programs will only be offered once in a term (per discipline) as an alternative to a cancellation where the therapist deems it appropriate to progressing towards goals. Home programs will generally require a phone call appointment with the parent/carer in order to determine progress since the previous session. This will allow the therapist to grade the activities within the program based on current progress. Failure to answer when the therapist calls at the prearranged time will result in a late cancellation fee as the therapist will not be able to complete the home program without your progress update.

Rescheduling:

Whilst we will do everything possible to provide you with an alternate appointment within 2 days of your original appointment, we can not guarantee that there will be one available. If this occurs, we will place you on a priority list and contact you if an appointment becomes available. If you accept an alternative appointment within 2 days, you will not be charged a cancellation fee. If you cancel the rescheduled appointment, you will automatically be charged the cancellation fee.