

Cancellation, Cessation of Services and Payment Policy

1.0 Cancellation, Cessation of Services and Payment Policy

Note: Hours noted in this section refer to within normal business hours. That is, Monday to Friday, 9:00am to 5:00pm, excluding public holidays. For example:

- i) an appointment is scheduled for 9:00am on a Thursday. Cancellation must therefore occur before 8:59am on the Tuesday of that week to avoid the cancellation fee;
- ii) an appointment is scheduled for 9:00am on a Monday. Cancellation must therefore occur before 8:59am on the Thursday the week before to avoid the cancellation fee;
- iii) an appointment is scheduled for 9:00am on a Thursday following a public holiday on the Wednesday of that week. Cancellation must therefore occur before 8:59am on the Tuesday of that week.

1.1 Cancellations less than 48 hours before the time of your appointment (late cancellations) incur a 100% cancellation fee, as well as travel costs. You may:

- i) elect for the usual appointment time slot to be used for resource development or creation of a homework pack, with at least 12 hours' notice.

1.2 Cancellations made more than 48 hours but less than 7 days before the time of your appointment will not incur a cancellation fee. You may:

- i) be offered a time to reschedule within the fortnight, if the time slot is available;
- OR**
- ii) elect for the usual appointment time slot to be used for resource development or creation of a homework pack, at the usual appointment fee rate.

1.3 Failure to attend an appointment without providing prior notice incurs a 100% cancellation fee as well as travel costs. Also see: *Sickness and Symptoms Policy*.

1.4 Late attendance at an appointment of ≥ 15 minutes will result in the appointment being cancelled and incurs 100% of the cancellation fee as well as travel costs.

1.5 Where you are a 'no show' and there is concern regarding safety, we will perform a wellbeing check. This will initially be completed by contacting your next of kin, followed by your secondary contact where next of kin is unavailable. Where contact is unable to be made with either contact, the local police may be contacted by *Tell Me All About It* staff and an incident report will be completed.

1.6 If a client has accumulated three (3) late cancellations **and/or** late attendances **and/or** no shows **and/or** late payments within a 6-month period, services may be ceased with *Tell Me All About It* and the client's time slot may be offered to an alternative client, at the discretion of *Tell Me All About It*. In this instance, clients may be placed on a waiting list for services, as applicable.

1.7 For cessation of services, you must provide 4 weeks' notice in writing. Any services provided during this time will be billed as normal, including cancellations and no-shows. Any no-shows or late cancellations prior to informing *Tell Me All About It* of the cessation of services will not be counted towards the 4-week notice period. This provides adequate time for another client to be informed that they may access our services, in the case of a waitlist.

1.8 Payment for services are kept on file via secure automatic debit (Stripe) and will be processed at the time of your appointment. Only the final 4 digits of the card or bank account used for payment will be visible to *Tell Me All About It* once the details are entered into our Practice Management System. Payments that are unable to be processed **and/or** services that have not been paid for within the 48 hours following your appointment will be considered a late payment. Payments that are unable to be processed within the 2 weeks following your appointment will be considered a non-payment. Non-payments may be subject to debt collection services. We are unable to accept cash payments for services. You may request a copy of your invoiced receipt by contacting admin@tellmeall.com.au.

1.9 Services are unable to be provided following one (1) non-payment and may result in you losing your allocated time slot, at the discretion of *Tell Me All About It*.

1.10 All efforts will be made by *Tell Me All About It* to provide at least 24 hours' notice for session cancellations by us, however where cancellation is made due to ill health or other emergency by *Tell Me All About It* staff, this is not

guaranteed, and you will be informed as soon as reasonably practicable. In either case, cancellations made by *Tell Me All About It Staff* result in no fee for that date of service, where a service is unable to be rescheduled to an alternative time. If a service is able to be scheduled for an alternative time, this is considered a ‘once-off’ and does not constitute a change in regular appointment time. If a service is rescheduled, it will be charged on the day that the service is provided.

1.11 *Tell Me All About It* closure periods will be communicated to you with at least four (4) weeks’ notice.

Please note that reminder notifications (i.e., email, text message) are sent as a courtesy and indicate that an appointment is scheduled. The terms in this policy stand in the event a notification is not received.

By signing this Policy, you acknowledge you understand and agree to these terms and are subject to its conditions.

2.0 Your Acceptance of These Terms

2.1 By signing this policy you (or your Parent/Guardian as applicable) agree to:

- i) communicate with us in an open, honest, and timely manner, including notifying us of any changes to your personal circumstances which may impact the way that we provide the Supports to you;
- ii) provide payment for Services before the application of any benefits, such as Medicare or Private Health Insurance, and claim any benefits owed to you by external bodies yourself.

9.2 By signing this policy you or your Parent/Guardian (as applicable) acknowledge and understand that:

- i) you are responsible for paying the Support Fee;
- ii) we may increase the Support Fee from time to time by providing you with a reasonable prior notice; and
- iii) abusive or inappropriate behaviour towards staff is not tolerated and may result in the cancellation of your appointments.

Sign-Off

I understand and agree to the terms and conditions outlined in this document.

Client’s full name		Client’s date of birth	
Person completing form’s name		Relationship to client	
Signature		Today’s date	

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Tell Me All About It Sign-Off

Staff name		Position	
Signature		Today's date	