



Late Cancellation Policy

Your appointments are carefully scheduled to support your goals, and your therapist puts time and effort into preparing for each session. We also know though, that life happens—kids get sick, cars break down, and unexpected commitments pop up. That’s why we do our best to offer flexibility, including the option to switch most sessions to telehealth (phone or video) or an alternate service type at short notice.

Like most healthcare providers, we do have a cancellation policy to ensure fairness for both our therapists and other families who need appointments. **A full fee will be charged for any missed, cancelled, or rescheduled appointments from 9:00 am on the business day before the appointment** (for Monday appointments, this means 9:00 am on the preceding Friday). This fee is the total amount of the session scheduled, including travel time for outreach appointments.

To avoid cancellation fees, please give as much notice as possible and **call our client care team** on 03 9752 1571 if you need to make changes. We can’t accept cancellations via email or text, as these aren’t necessarily monitored throughout the day, and we don’t want to risk missing your message.

Appointment Reminders

We don’t want cancellation fees to be a surprise, so in addition to ensuring we provide you this information at intake and when reviewing service agreements, we also include reminders about it prior to appointments. To ensure everyone is aware of our cancellation policy, we include reminders in **all SMS and email appointment notifications**.

These are sent early in the morning on the business day before your appointment, to ensure you have enough time to call our clinic if you do need to reschedule. We understand that receiving a reminder the business day before may feel like it leaves little time to reschedule. However, most families have found this timing is the most helpful—it gives them enough notice to plan, while still being close enough to the appointment to avoid forgotten bookings.

If you book an appointment on the business day before, our system will send your reminder five minutes after the booking is made.

It is the family’s responsibility to ensure we have up-to-date email and mobile phone details for appointment reminders. Families can request to have reminders sent to more than one parent/carer (especially useful in co-parenting arrangements) –but this must be manually requested by calling our client care team.



Email: admin@playologyclinic.com.au

PH for appointments: 03 9752 1571

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FAQ

Why do we need this cancellation policy?

We completely understand that cancellations are sometimes unavoidable. The reason we have this policy is because when a session is cancelled at short notice, we:

- Can't always fill the time slot with another client who needs support
- Have already put time into preparing for the session
- Need to cover clinic running costs, just like any other healthcare service

This type of policy is standard across most healthcare providers, and we aim to keep it as fair and reasonable as possible.

What is meant by a business day?

Business days include any normal weekday other than a public holiday or office closure period, between the hours of 9am and 5pm.

For example, notice given before 9am on a Friday for an appointment the following Monday is one business day – assuming no public holidays fall in between.

Can cancellation fees be claimed through funding?

- **NDIS:** Yes, late cancellation fees can be claimed in full under NDIS funding.
- **Medicare:** No, Medicare doesn't allow rebates for missed appointments, as only direct services are claimable.
- **Private health insurance:** This depends on your health insurer, although not usually, as most have the same claiming rules as Medicare.

Can I use my child's session time for a parent or carer session instead?

Absolutely! Research strongly supports the benefits of parent and carer involvement in therapy. Studies show that when parents and caregivers receive coaching on strategies to support their child's development, progress is often faster and more sustainable.

If your child is unable to attend their session, we encourage you to use the time for a parent/carers session instead. These sessions allow us to:

- Provide tailored strategies for managing challenges at home, school, or in the community
- Adjust therapy goals and approaches based on your child's progress
- Answer questions and build your confidence in supporting your child's development
- Ensure therapy remains practical and relevant to daily life

Parent/carers sessions can be done via telehealth or in person (depending on availability) and are a great way to continue progress while avoiding cancellation fees.

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Can I swap my in-person session for telehealth on the same day?

Yes! If you switch to telehealth before your appointment time, this will not be considered a cancellation, and your session will go ahead as planned. However, telehealth sessions may have different goals than in-clinic sessions, depending on what is practical and effective in an online format. Your therapist will adjust the session focus as needed to ensure it remains meaningful and beneficial.

Please note that if you need to change the time of your session, the cancellation policy may still apply.

What happens if I forget about my appointment, and don't show up?

If you don't arrive for your scheduled appointment, your therapist or our client care team will attempt to contact you approximately 10 minutes into the session—we know that sometimes people are just stuck in traffic, so we do give a bit of buffer time. If we can't reach you, we'll send a follow-up email or SMS to confirm that we missed you.

"No-shows" are considered late cancellations, meaning the full session fee will apply.

If you have recurring appointments (which most clients do), your next scheduled session remains unchanged unless you contact us to make changes.

If something unexpected comes up and you can't make it, please give us a quick call—where possible, we can switch to telehealth to avoid a cancellation fee.

What if I need to cancel due to an emergency?

We understand that emergencies happen, and sometimes cancellations are unavoidable. If you experience a genuine emergency (e.g. hospitalisation, car accident), please contact us as soon as possible to let us know. While our standard cancellation policy applies, we always encourage families to reach out so we can discuss the best way forward.

What if my child is sick?

We understand that illness can come on suddenly. If your child is unwell, we encourage you to consider a telehealth session instead of cancelling—this way, they can still receive support while resting at home. However, if telehealth is not suitable, our standard cancellation policy applies.

What if my therapist is sick or unavailable?

If your therapist is unwell or unable to attend your appointment, we will do our best to offer an alternative service or reschedule your session as soon as possible. In these cases, no cancellation fees apply.



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What happens if my child isn't there when the therapist arrives for a community-based session?

If your child isn't present when the therapist arrives for a community-based session (e.g. home, school), the therapist will attempt to contact you to confirm the situation. In some cases, alternate services may be able to be arranged for the session time. If we can't reach you or your child, the session will be considered a no-show, and a full session fee will apply, including travel time. This is treated as a late cancellation.

Please note that if an alternate service is provided, it will be completed within the remaining session time, not the travel time. Travel time will still be invoiced as planned, as the therapist has already committed to that time.

Why is a cancellation fee charged if I'm happy to reschedule, but my therapist doesn't have availability?

We understand that families want to keep up with therapy and may be happy to reschedule rather than cancel outright. However, when an appointment is cancelled at short notice, the therapist's time is still reserved for that session, and they may not be able to offer it to another client in need.

Rescheduling is always encouraged when possible, but it depends on availability. If no suitable time is available, the cancellation policy still applies, as the therapist has already committed their time to the original session.

What happens if a cancellation fee is not paid?

We understand that finances can be challenging, and if you're having difficulty paying a cancellation fee, please reach out to discuss your situation. However, if the cancellation fee remains unpaid, it will be treated the same way as session fees, and we won't be able to continue with appointments until the balance is settled. Further details on this can be found in our "Fee Policy".



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