



Fraser Coast Region (Hervey Bay & Maryborough)

P: 0409 289 218

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W: [www.enhancemovement.com.au](http://www.enhancemovement.com.au)

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## Cancellation Policy – Exercise Physiology Services

At Enhance Movement, we strive to provide high-quality exercise physiology services to support the health and well-being of our clients. To ensure we can accommodate all clients effectively, we have implemented the following cancellation policy:

### 1. Appointment Reminders

To assist with keeping your scheduled appointments, we provide the following reminders:

- A **reminder email** will be sent **3 days prior** to your appointment.
- An **SMS reminder** will be sent **1 day prior** to your appointment requesting confirmation of your scheduled appointment.
- At the start of each **new calendar year**, an **email will be sent** to clients outlining their **appointment schedule for the year**.

These reminders are provided to help ensure that appointments are not missed and to facilitate any necessary rescheduling promptly. Please ensure your contact details are up to date to receive these notifications.

### 2. Notice Requirement

Clients are required to provide at least 48 hours' notice for any cancellations or rescheduling of appointments. This allows us to offer the appointment slot to another client who may be waiting for services.

### 3. Late Cancellations and No-Shows

- Cancellations made **with less than 48 hours'** notice will incur a cancellation fee equivalent to **50% of the session fee**.
- Cancellations made **within 24 hours** of the appointment or failure to attend without notice (no-show) will incur a **100% charge of the full session fee**.

### 4. Exceptions

We understand that unforeseen circumstances, such as medical emergencies or sudden illness, may arise. In such cases, exceptions may be made at the discretion of the clinic.





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Supporting documentation (e.g., medical certificate) may be requested.

## 5. How to Cancel or Reschedule

To cancel or reschedule an appointment, please get in touch with us as soon as possible via:

- Phone: 0409 289 218
- Email: [natasha@enhancemovement.com.au](mailto:natasha@enhancemovement.com.au)
- Clinic Reception: [admin@enhancemovement.com.au](mailto:admin@enhancemovement.com.au)

## 6. Group Exercise Physiology Pass Cancellation Policy

For clients participating in group exercise physiology sessions with prepaid passes, the following cancellation terms apply:

1. **Cancellations made less than 24 hours prior to the scheduled session** will result in the use of one prepaid group pass as the cancellation fee.
2. **No-shows for the session** will also incur the use of one prepaid group pass as the cancellation fee.

This policy ensures fair scheduling practices and helps maintain the integrity of group session planning.

## 7. Third-Party Provider Cancellation Policy

For appointments booked through aged care facilities or third-party providers, including WorkCover Queensland and the Department of Veterans Affairs (DVA), the following cancellation terms apply:

### Aged Care Services Cancellation Policy

For appointments scheduled through aged care services, the following cancellation terms apply:





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1. Cancellations must be made with **at least 48 hours' notice** before the scheduled appointment to avoid fees.
2. **Cancellations made less than 48 hours before the scheduled appointment** will incur a cancellation fee equal to **50% of the session fee**.
3. **Missed appointments or cancellations made less than 24 hours before the scheduled appointment** will incur a charge of **100% of the session fee**.

Fees for cancelled appointments may be invoiced directly to the aged care service provider or the client, depending on prior agreements and funding arrangements.

This policy ensures fair scheduling practices while maintaining the availability of clients who require consistent care.

#### **WorkCover Queensland:**

Cancellation policies for exercise physiology services must align with the Clinical Framework for the Delivery of Health Services.

Fees for cancelled appointments may be invoiced to WorkCover Queensland or directly to the client, depending on prior agreement and insurer approval.

#### **Department of Veterans Affairs (DVA):**

Exercise physiology services for DVA clients must adhere to the treatment cycle arrangements, which include up to 12 sessions or one year per referral.

Cancellation fees may apply if appointments are missed or cancelled without sufficient notice, as outlined in the DVA Provider Notes.

Fees for cancelled appointments may be invoiced to DVA or directly to the client, based on prior agreement and eligibility under the Veteran Gold or White Card entitlements.

These policies ensure compliance with the respective guidelines of WorkCover Queensland and DVA while maintaining high standards of care and operational efficiency.





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## 8. Third-Party Provider Cancellation Policy NDIS-Registered Clients

As outlined in the service agreement, clients who access services through third-party funding bodies such as the National Disability Insurance Scheme (NDIS) are required to provide a minimum of **two clear business days' notice** for cancelling any scheduled appointments. This reflects the current NDIS Pricing Arrangements and Price Limits (2024–2025), which define short-notice cancellations for non-Disability Support Worker services, including Exercise Physiology, as cancellations made with less than two business days' notice.

**In the event of a short-notice cancellation, 100% of the scheduled appointment fee will be charged.** This is in line with the NDIS Pricing Arrangements and Price Limits, which allow providers to claim the full cost of the service if the cancellation does not meet the required notice period. This policy ensures consistency with NDIA guidelines and supports business sustainability for service providers.

If **six or more consecutive appointments** are cancelled, Enhance Movement reserves the right to review the participant's ongoing booking schedule. This may include the cancellation of future appointments to prioritise service access for clients who regularly attend. This cancellation policy is clearly outlined in all service agreements issued by Enhance Movement and is aligned with the current operational guidelines set forth by the NDIA.

**By booking an appointment with Enhance Movement, clients (or their responsible representatives) acknowledge and agree to this cancellation policy.**

Thank you for your understanding and cooperation, which enable us to continue providing timely and effective care to all our clients.

