



Practice Cancellation & Debt Collection Policy

The doctors of the practice want to be available for your needs as well as that of other patients. We respectfully ask if you can no longer attend your appointment, please cancel, or reschedule through your confirmation electronic message or call our reception team on 0291789031.

Patient non-attendance and late cancellation fee

Patients are advised that failing to attend their appointment or failing to cancel their appointment with less than 4 hours' notice will incur a non-attendance fee. This information is provided to patients when booking their appointment via HotDoc, in our New Patient Registration Form and within the equivalent policy on our website. The non-attendance fee is \$30 and the patient will not be able to make further appointments until the fee is paid.

The following procedure will be followed by our administration team:

1. Telephone call after the first appointment is not attended. This is to provide our patients with a courtesy warning and inform them of our non-attendance policy. A voice message will be left in the case of unanswered calls, or a letter sent if a voice message service is not available.
2. If a second or subsequent appointment is not attended within the following 12 months of the initial warning, a non-attendance fee of \$30 will be payable.
3. If the non-attendance fee has not been paid, the patient will not be able to book any future appointments.
4. If the non-attendance fee has not been paid within 30 days, the bad debt will be dealt with according to the Debt Collection Policy below.

Debt Collection

Policy

Our practice has implemented systems and processes for the management of patient bad debts, ensuring the collection of all income owed to the practice.

Procedure

Our practice requests payment of patient fees at the time of consultation. There are instances where this may not be possible or does not happen e.g. a third party such as an insurer is managing the patients' medical expenses, or the patient has received a telephone consultation with their doctor, or the patient elects to leave without paying.

At our practice we perform a daily reconciliation of all patient billing activity. Any discrepancy identified in the reconciliation process is brought to the attention of the Practice Manager and investigated immediately.

The administration team is responsible for reporting, monitoring and follow-up of any debt due to outstanding fees. Payment of fees owing that are not resolved within 90 days is managed by the Practice Manager.

The administration team and Practice Manager are responsible for ensuring the following actions are taken:

Payment overdue by:	Contact Method	Action	Late Fee
Same day	Telephone	Inform debtor of debt and debt collection policy	\$0
7 days	Telephone		\$0
30 days	Telephone	Inform debtor of debt and debt collection policy	\$0
60 days	Letter	Letter to include debt collection policy and original invoice. Debtor informed that after 30 days a \$20 late payment fee will apply.	\$0
90 days	Letter	Letter to include debt collection policy, original invoice and a late payment invoice. Debtor informed that after 30 days their file will be deactivated and a \$50 reactivation fee will apply.	\$20 <i>(plus original invoice fee)</i>
120 days	Letter	Letter to include debt collection policy, original invoice, late fee invoice and reactivation fee invoice.	\$20 + \$50 <i>(plus original invoice fee)</i>

At our practice we have a structured approach for managing our debt collection activities. We are cognisant of and work within the Australian Competition and Consumer Commission: Debt Collection (ACCC) guidelines for Collectors and Creditors.

The Business Manager is responsible for reviewing debtor reports and determining what further action will be taken. Several options can be considered if the debt remains outstanding greater than 90 days, these include:

- Writing off the debt
- Ceasing provision of services to the patient

Reference: [Debt collection guideline for collectors and creditors | ACCC](#)

Current as of:	04/08/2026	Version:	1.0
Amendments			
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