



## Autism Advisory and Support Service

"Empowering children and adults with Autism and their families through knowledge & support"

# Cancellation Policy

**This Cancellation Policy applies to all clients from 30 March, 2020 and replaces our previous cancellation policies.**

### **Cancellation Fees are charged when:**

- You fail to advise or fail to show up for a service (no show).
- You notify us of cancelling an appointment within ten (10) full business days of, or on the day of the service being provided (late notice).

**Please contact the office on (02)9601 2844 (leave a message if unattended) or call or text your therapist directly.** We ask that you contact us as soon as you can in relation to any cancellation regardless of location of therapy (clinic, school or home based therapy).

Cancellation Fees will be charged as follows:

	<b><u>NDIS</u></b>	<b><u>Fee for Service/ Medicare/HCWA</u></b>
Cancel more than ten (10) full business days before the appointment (late notice)	<u>No charge</u> to the NDIS Plan	<u>No charge</u>
Cancel within ten (10) full business days of the appointment (late notice)	100% of NDIS session fee <u>charged to the NDIS plan (no limit)</u>	50% of the session fee will be charged ( <u>out of pocket</u> )
Failing to Advise or "No Show" for appointment	100% of NDIS session fee <u>charged to the NDIS plan (no limit)</u>	Full session fee ( <u>out of pocket</u> )

AASS will issue invoices for out of pocket cancellation fees for cancelled or missed appointments. These fees are payable by yourself personally.

### **ALL OUT OF POCKET CANCELLATION FEES MUST BE PAID BEFORE THE NEXT THERAPY SESSION.**

### **Cancellation or Suspension of Services:**

Your services may be cancelled and referred to another provider if:

- You reach more than 6 cancellations in a calendar year
- Fees and/or Cancellation Fees are unpaid or in arrears

To reduce cancellations, AASS sends out scheduled SMS reminders of your scheduled appointments if you provide a mobile phone contact number.

When three cancellations are reached, AASS staff will attempt to contact you to determine what is affecting your continuity of service and discuss if alternative arrangements or extra support is needed in relation to your services at AASS.