

Cancellation & Service Delivery Policy

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1.0 PURPOSE

Amaze Children's Therapy Services understands there are times when planned appointments and programs cannot go ahead. Costs are incurred by Amaze Children's Therapy Services regardless of whether a client attends a service. This policy aims to minimise the negative effect on both Amaze Children's Therapy Services and its clients when a session might otherwise be cancelled, including for sickness. The need for this policy is reflective of the environment Amaze Children's Therapy Services is delivering supports within. Amaze Children's Therapy Services aims to balance client and organisational interests in relation to service disruption, and to make all reasonable attempts to continue supporting client goals and safeguarding them from harm. This policy reflects requirements of the relevant government agencies that fund the services that clients purchase from Amaze Children's Therapy Services (e.g., NDIS pricing arrangements), as well as our own commitment to providing exceptional outcomes for clients, fair pricing for families and a stable work environment for our therapists.

2.0 SCOPE

This policy applies to all employees of Amaze Children's Therapy Services. A reference to "employees", "team members", or "staff" includes permanent, fixed-term, temporary and casual employees, directors, contractors, volunteers and other representatives acting on behalf of Amaze Children's Therapy Services in any capacity. This policy applies to all customers and clients of Amaze Children's Therapy Services. A reference to "members" or "participants" includes clients and customers on NDIS funded packages, private healthcare and out-of pocket paying clients, as well as representatives acting behalf of the customer or client (i.e., parents/carers)

3.0 POLICY UPDATES

Amaze Children's Therapy Services reserves the right to update this policy as necessary with immediate effect. Policy updates are communicated to all actively participating clients via MailChimp. These updates are distributed via email from Amaze Children's Therapy Services's database. It is the responsibility of clients and their parents/carers to ensure their personal details are to date, and that regular checks of junk/spam folders are being done to ensure all communication from Amaze Children's Therapy Services is received. For new members, Amaze Children's Therapy Services's services policies are also discussed during the initial consultation. The latest version of all service-related policies can be found on Amaze Children's Therapy Services's website.

4.0 DEFINITIONS

4.1 Adequate Notice Period

More than two (2) business days' notice of the scheduled session.

4.2 Short Notice Period

Less than two (2) business days' notice of the scheduled session.

4.3 Day of Service

Cancellation of an appointment scheduled for the same business day

4.4 No Show

Non-attendance for scheduled delivery of supports without notice. This includes services delivered using technology, e.g., online.

Cancellations on the '**day of service**' may also be treated as a no show (depending on time) and incur **100% of the scheduled service fee** if deemed necessary.

Failure of an online session to go ahead due to technical difficulties at the member's end, and no fault of Amaze Children's Therapy Services, is considered a no show.

4.5 Business Day

Monday to Friday 9:00am – 5:00pm.

4.6 Program of Support

Group programs (including term and holiday programs) that are paid for with NDIS funding are covered by an NDIS approach called Program of Support. Under this approach, providers charge for every session of the program as though they had attended, whether or not they actually did. Supports delivered as part of a program of supports are not subject to the short notice cancellation rules. Participants are able to exit the program without incurring costs if they give two (2) weeks' notice of their intention to do so.

5.0 POLICY

5.1 Cancellations

To cancel an appointment, parents/carers must contact Amaze Children's Therapy Services reception on 0436 276 590 during business hours, or text the same or email hello@amazetherapy.com outside of business hours.

For services where an SMS reminder is sent 24 hours prior to the appointment, the reminder is a courtesy only. Failure to receive the SMS reminder is not accepted as a reason to not attend an appointment.

5.2 Alternative Service Delivery Methods

In the instance that Amaze Children's Therapy Services or the designated therapist is unable to deliver a session or program as planned for whatever reason, giving either adequate or short notice, the treating therapist will provide alternative service options. Alternative options include:

- appointment rescheduled to another timeslot if available that is prior to the next scheduled appointment. This is always the preference and incurs no charge or delay to the therapy timeline.
- cancel the session in question



- online session during the scheduled appointment time via an encrypted zoom video/audio call. Adequate time to set up the online session and online resources is required, so this option may not be available if the cancellation is on the day of service.
- alternative face-to-face delivery format during the scheduled appointment time utilising an Allied Health Assistant
- parent/carer phone consultation during the scheduled appointment time
- development of therapy resources, support aids, or home programs during the scheduled appointment time
- virtual stakeholder meeting during the scheduled appointment time
- completion of upcoming reports during the scheduled appointment time

Any of the above alternative service delivery methods may also be requested by the parent in the event that a participant is unable to attend their scheduled appointment.

5.3 Notice Periods and Cancellation Charges

| Notice Period | NDIS | Non-NDIS |
|--|----------------------------------|----------------------------------|
| Short Notice Period (4.2) or Day of Service (4.3) | 100% of scheduled service charge | 50% of scheduled service charge |
| No show (4.4) | 100% of scheduled service charge | 100% of scheduled service charge |

5.3.1 Where the participant cancels with adequate notice of two business days, no charge applies (4.1 Adequate Notice).

5.3.2 Where Amaze Children's Therapy Services are able to accommodate rescheduling the cancelled appointment to a time that is prior to the next scheduled appointment, or an alternative service delivery method is accepted/requested, no charge applies.

5.3.3 Where Amaze Children's Therapy Services offers an Alternative Service Delivery Method (5.2 Alternative Service Delivery Methods) within a Short Notice Period, including offering to reschedule prior to the next scheduled appointment, and it is declined by the parent/carer, Amaze Children's Therapy Services will treat as a Short Notice Cancellation and charges will apply.

5.3.4 For group programs operating under the Program of Support approach (4.2 Program of Support), where the client has given the appropriate notice of their intention to

exit the program, Amaze Children's Therapy Services will charge **100% of the scheduled fee for sessions taking place during the 2-week notice period**. No charges will be made for sessions after those taking place during the required 2-week notice period.

5.4 NDIS Funded Services

5.4.1 For all NDIS-funded supports **100% of the session fee will be charged** for cancellations with under two business days' notice. This charge is covered by the NDIS plan.

5.4.2 Where the NDIA does not permit charges against the NDIA plan, the client will be personally charged as per above. This will be recorded on the service delivery record and the relevant charge will be invoiced to the client's email address on file.

5.4.3 Where the service is covered by the NDIS Program of Support approach, participants' NDIS plans will be charged for all sessions delivered within the period of the program, including sessions where the participant did not attend, regardless of how much notice of the absence was provided.

5.5 All Other Forms of Payment (other than NDIS)

For all other sources of payment for services including privately paying clients, Amaze Children's Therapy Services will invoice the client directly for payment according to the notice periods outlined in 5.3.

5.6 Mobile Services

For services that occur outside of the Amaze Children's Therapy Services clinic, it is the **parent/caregiver's responsibility to cancel the appointment** or notify if a child is not in attendance at school/won't be available at their scheduled appointment time. It is not the teacher or facility's responsibility to inform Amaze Children's Therapy Services about absences, incursions, excursions or other activities that may prevent a session from occurring as scheduled.

All notice periods and cancellation terms above do also apply for mobile services. If a therapist attends the school or daycare centre and no session occurs due to the child being absent or unavailable, the full fee applies.

Due to not seeing the parents at the time of service, It is a condition of mobile services, that a method of payment be stored securely in order to enact a **direct debit arrangement** for payment. This stored method of payment will also be charged on the day of service for any cancellation fees incurred.

5.7 Safeguarding and No-Shows

In the event of a no-show, the Amaze Children's Therapy Services team member scheduled to support the client will attempt to contact the client's parent/carer or emergency contact to determine if there are any special circumstances or safety concerns for the client. This will occur if a client is not at their appointment after 10 minutes of the scheduled start time. The team member will attempt to make contact by calling and/or sending an SMS to the primary



mobile on file. If after 15 minutes of the appointment start time, no contact has been made, the appointment will be classed as a No Show.

5.8 Suspension of Services

For a range of reasons, a client may wish to request a temporary suspension of services. Amaze Children's Therapy Services is unable to hold an appointment timeslot for more than 2 weeks without payment. If the client wishes to hold the recurring appointment timeslot until their return, then they must be willing to continue to pay for the service during the period of absence. If the client chooses not to hold the appointment timeslot, then the recurring appointment timeslot will be offered to the next client on the waiting list for that service. Should the appointment timeslot still be available upon the clients return, services can resume as they were. If the position has been filled, the client's name will be placed on the waiting list for that service and a place offered when available.

5.9 Consecutive absences

Continued consecutive absences (three or more missed appointments), regardless of length of notice given, may be subject to suspension or reduction of the frequency of services. An Amaze Children's Therapy Services staff member will contact the client's parent/carer to discuss what services may be more appropriate at this time or how else Amaze Children's Therapy Services might be able to assist.