



SPOT Paediatrics Cancellation Policy

Please review this policy carefully. Engaging services at SPOT Paediatrics indicates that you accept the terms of this policy.

SPOT Paediatrics is committed to providing a high-quality, individualised service and your therapist dedicates a significant amount of time preparing for each session. In addition, throughout the year we may have many children on our waiting list waiting for supports. In order to provide the most efficient service we request that parents/carers provide us with appropriate notice when changing or cancelling an appointment.

While we do understand that there may be circumstances beyond your control that may lead to an appointment being missed or cancelled with short notice, for us to continue to operate a supportive service for families, **it is necessary to charge a fee for all missed appointments and short notice cancellations, regardless of the reason for not attending the appointment** (e.g. child or family member illness on the day).

In the event that an appointment does need to be cancelled with late notice, you may choose to reschedule your appointment to another time within a week from the cancelled appointment, if available, in order to avoid a cancellation fee. *(Please note – if our therapists schedules do not allow for a reschedule or if a rescheduled appointment is cancelled at any point, the cancellation fee will apply)*

Alternatively, there may be other ways that we can use your allocated appointment time rather than simply cancelling. The follow options may be available:

- Telehealth appointment: where appropriate, our therapists can adapt your child's therapy session to a telehealth session allowing them to still receive direct support from their therapist.
- Parent/carer telehealth session: where telehealth with your child may not be possible/appropriate, we can provide parental supports by discussing additional strategies for the home, problem solving, or discussing goals and progress.
- Report writing/resource making: If appropriate, your appointment time could be used to write therapy reports such as those needed for NDIS reviews or for communication with other providers who are part of your child's intervention team. Individualised resources could also be made where appropriate such as visual supports and home programs.
- Your therapist can also utilise the time to review your therapy goals, research and plan for upcoming sessions, engage in professional development to support your child's ongoing progress, and liaise with/contact external providers or teachers.

Cancellation Fees:

In the event that you do need to cancel an appointment, we would appreciate as much notice as possible. Cancellations can be made via phone 08 7228 6825 or email admin@spotpaediatrics.com.au. Outside of business hours you may also leave a voicemail.



Our cancellation/non-attendance fees are as below:

Cancellation or rescheduling of an appointment with more than 48 hours notice of your scheduled appointment time.	No fee
Late cancellation of a clinic or telehealth appointment with less than 48 hours notice, or non-attendance of an appointment regardless of reason.	Full fee of the scheduled appointment

We will not waive the cancellation fee if you are called in to work, travel arrangements change, child-care arrangements change, for school or sporting events, if you have double booked yourself, or for illness/injury.

Please note:

Medicare and Private Health funds cannot be used to cover cancellation fees.

The NDIS does cover some cancellation fees.

As a courtesy, we send text reminders to families 3 days prior to each scheduled appointment. It is the parent/carer's responsibility for keeping track of appointments and for notifying us of a need to cancel or reschedule an appointment. The cancellation fee will apply if we do not receive 48 hours notice, regardless of whether our text reminders are received.

You can notify us via phone, leave a message if we do not answer, or send an email. All options allow us to see the date and time of contact from you.

In the event that we fill your cancellation spot with another client appointment from our cancellation or waitlist you will not be charged the cancellation fee.

Illness

We do understand that all children and/or family members become sick sometimes, and that this might occur on the day of your appointment. To protect our staff and other children from illness, we ask that you do not bring sick or infectious children into the clinic, but that you choose one of the above alternatives for your session.

Please do not bring your child to SPOT Paediatrics if he or she is unfit to attend preschool or school.

If a child, their family members, carers, support workers or any other person accompanying them appears unwell when attending the clinic, their appointment will be cancelled, and they will be asked to leave. A late-cancellation fee will apply for the full cost of the scheduled session.



Failure to Attend/Cancelled/Missed Consecutive Appointments

We encourage you to speak with us if your appointment times are no longer working for you. We understand that illness, and other life events occur that may result in consecutive appointments being missed or cancelled. We are more than happy to find another time that works for you. Please note however that if 3 or more consecutive appointments are cancelled or missed without reason we will contact you to notify of cancellation of your ongoing booking.

We do our best to provide services to those that want and need our service and therefore cannot hold spots in our therapists schedule for clients that consistently do not attend.