



## 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 1 July, 2018 and replaces our previous cancellation policy.

### Cancellation Fees:

Clients who access our services are all subject to cancellation fees if:

- You notify us of cancelling an appointment after 3pm the day before service (3pm Sunday for Monday appointments). Contact the office on (02)9601 2844 (leave a message if unattended) or call or text your therapist directly, or
- You fail to advise or fail to show up for a service (no show)

Fees will be charged as follows:

|  | NDIS   | Fee for Service / Medicare / HCWA / Other              |
|--|--|--|
| Cancel before 3pm the day before appointment   | No charge  | No charge  |
| Cancel after 3pm the day before appointment    | 90% of NDIS session fee (up to 6 hours per service booking), then 50% of the session fee will be charged (out of pocket) | 50% of the session fee will be charged (out of pocket) |
| Failing to Advise or "No Show" for appointment | Full session fee   | Full session fee                                       |


AASS will issue invoices for out of pocket cancellation fees for cancelled or missed appointments. Except for the first 6 hours of cancellation covered by your NDIS plan, **cancellation fees are payable by yourself personally and cannot be claimed through your funding.**

**Cancellation fees need to be paid in full before or at the time of the next therapy session.**

### Cancellation or Suspension of Services:

Your service maybe cancelled if:

- You reach more than 3 cancellations in a term
- Fees are unpaid or in arrears
- Cancellation fees remain unpaid and no contact has been made with AASS



To mitigate cancellations, AASS sends out scheduled SMS reminders in the morning the day before each scheduled appointment if we have a mobile phone contact number on file.

Where cancellations are recurring, AASS staff will also endeavour to contact you to determine if there is a problem or crisis that may require additional support.

We ask that you contact us as soon as you can in relation to any cancellation regardless of location of therapy. Eg Clinic, School or Home Based Therapy.

