



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, 2024 and replaces our previous cancellation policies.

Cancellation Fees of 100% of the service fee will be charged when:

- You fail to advise or fail to show up for a service (no show).
- You notify us of cancelling an appointment within two (2) clear business days of, or on the day of the service being provided (short 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). It is the carer's responsibility to advise AASS if school-based therapy cannot occur for any reason (e.g. school carnivals, excursions etc).

Cancellation Fees will be charged as follows:

<u>Cancellation Timeframe</u>	<u>Cancellation Fee</u>
Cancel more than two (2) clear business days before the appointment	<u>No charge</u>
Cancel within two (2) clear business days of the appointment (short notice)	100% of session fee (<u>NDIS Clients - charged to the NDIS plan</u>)
Failing to Advise or "No Show" for appointment	100% of NDIS session fee (<u>NDIS Clients - charged to the NDIS plan</u>)

ALL CANCELLATION FEES (SELF MANAGED NDIS) MUST BE PAID BEFORE THE NEXT THERAPY SESSION.

Cancellation or Suspension of Services:

Your services may be cancelled 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.