

ILCT Cancellation Policy

Policy:

Appointment time is valuable and in order to provide a professional service to our clients, we have instituted a cancellation policy.

Therapists will explain the cancellation policy to clients when scheduling appointments and at multiple points during their initial visit, which should reduce no-shows and last minute cancellations.

Administration staff will advise clients of the cancellation policy if they are booking the appointment on behalf of the therapist.

As the main reason for patient no-shows is forgetting the appointment, administration staff could make reminder calls in advance of the appointment, to improve efficiency. It is the responsibility of the therapist to advise administration staff if this to occur.

If a client cannot make it to their appointment due to an emergency, they will need to contact us by 9am on the morning of the appointment, and 48 hours in advance if the cancellation is due to a non emergency.

A no-show fee of one hour at the current hourly rate for the service provided will be charged if the client does not cancel the appointment. If the client is funded by NDIS, then NDIS cancellation rates will apply.

If the client has cancelled three times for whatever reason, ILCT may have to review the terms of service and/or discontinue or suspend for breach of attendance policy. The Allied Health Manager and/or their delegate in consultation with the primary therapist(s) will be responsible for reviewing the terms of service and making a determination about future service provision.

At the discretion of the Allied Health Manager, cancellation fees may be waived.