



Capable Kids South Coast
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Attendance & Cancellation Policy

Appointments are available at our clinic location and can be arranged as school and/or home visits based on availability and clinical needs.

Capable Kids South Coast (CKSC) aim to provide services to clients in a caring, inclusive, meaningful and stimulating environment.

We achieve this through;

- initial assessment and discussion of goals and outcomes
- formal specific ongoing session scheduling
- incorporating family, home and school routines into therapy

On initial contact with CKSC, we will discuss the scheduling of your first appointment and ask you to complete and return our Case History information and review our privacy and consent protocols. We will ask for your mobile phone number, email address and other demographic information during the initial contact.

During the initial appointment your therapist will discuss and agree the schedule for ongoing therapy sessions. Our client care administrator will organise a regular timeslot for you.

Our practice management software will automatically send a text to your mobile at approximately 10 am the business day before your next appointment, seeking your confirmation of attendance.

Please look out for this text:

WE WILL ASK YOU TO REPLY "YES" TO THE TEXT THAT YOU ARE COMING AT THE SCHEDULED TIME.

OR

PHONE OUR ROOMS ((02) 4204 9399) IF YOU CAN'T ATTEND, TO RESCHEDULE OR CANCEL THE APPOINTMENT.

Please do not simply reply "NO", as we wish to immediately reschedule or attempt to reassign the now empty spot to another client.

If you don't reply or phone in response to the text, we will assume you are coming as scheduled and the cancellation provisions below WILL APPLY.

If sessions include school visits, please ensure the school is aware of our cancellation provisions if they alter appointments due to changing school activities.

The above texts are a reminder of your previously agreed to appointment. CKSC will endeavour to always send out this SMS reminder. It remains your responsibility to know the date and time of your appointments. Failure to receive a reminder text message from CKSC is not accepted as an excuse for not turning up to an appointment.

If you are ever in doubt about when an appointment is, please call the office on (02) 4204 9399 or email southcoast@capablekids.com.au to confirm the details.



Please try to arrive approximately 5 mins before your scheduled time. This will assist with you getting started on time. If you are running late, please call ahead, so our client care administrator is aware of your situation and can advise you and our therapists accordingly.

CANCELLATION PROVISIONS & CHARGES - PRIVATE CLIENTS

Regular appointments

- **If you or the school cancel 24 hours' or earlier than your scheduled time – NO CHARGE WILL APPLY**
- **If you or the school cancel with less than 24 hours' notice or on the morning of your appointment, the FULL session fee will be charged.**

Initial assessments:

- **If you or the school cancel 24 hours' or earlier than your scheduled time - you will be offered the chance to reschedule once with no further charge applicable** (you may contact us to reschedule however times are subject to availability)
- **If you or the school cancel with less than 24 hours' notice or you do not arrive to your appointment the booking fee will be forfeited with no further charge applicable** (you may contact us to reschedule however another booking fee will be payable and times are subject to availability)

HOWEVER, we appreciate that kids sometimes wake up sick on the morning of their appointment, even after you have replied Y to the text the day before. In these instances, we will give clients one FREE PASS each school term, for their regular appointments, where the cancellation fee will not be charged. BUT please call our office as soon as possible when this situation occurs so we can reschedule to minimise disruption to therapy.

CANCELLATION PROVISIONS & CHARGES - NDIS CLIENTS

Regular appointments

- **If you or the school cancel 48 hours' or earlier than your scheduled time – NO CHARGE WILL APPLY**
- **If you or the school cancel with less than 48 hours' notice of your appointment, the FULL session fee will be charged.**

Initial assessments:

- **If you or the school cancel 48 hours' or earlier than your scheduled time - you will be offered the chance to reschedule once with no further charge applicable** (you may contact us to reschedule however times are subject to availability)
- **If you or the school cancel with less than 48 hours' notice or you do not arrive to your appointment the booking fee will be forfeited with no further charge**

applicable (you may contact us to reschedule however another booking fee will be payable and times are subject to availability)

FINALLY, achieving your child's therapy goals are partly based on regular consistent sessions. If CKSC and you have agreed to regular recurring scheduled appointments, CKSC will block out these times for your child in our system for the agreed period.

If you cancel 3 appointments in a row or 5 times within a block of 10 (school term), the remaining reserved appointment times will be forfeited.

We will then work with you to reschedule suitable replacements, which will be subject to availability at the time. This situation applies outside of the cancellation provisions above.