



Cancellation Policy

2024

DETAILS

- Cancel more than 48 hours before the appointment: No Fee.
- Cancel within 48 hours of the appointment: 100% session fee will be charged.
- Cancel more than 3 times in a term: we will need to discuss moving or postponing your therapy spot, especially for highly requested out of school time spots.

WHY

When an appointment is cancelled without sufficient notice, several things happen:

1. **Lost Opportunities:** Someone else who desperately needs that slot might miss out. A spot that could have gone to another child in need remains unused.
2. **Operational Efficiency:** Our clinicians prepare in advance for each session. Last-minute cancellations mean their effort and time set aside for your child goes unutilized.
3. **Financial Implications:** As a dedicated service, we maintain operational costs that are accounted for in every scheduled session. Unattended appointments affect our ability to provide affordable care.

By respecting the 48-hour notice, you're not just helping us; you're assisting another family and ensuring every child gets timely care.

HOW

How Do We Remind You?

- During the initial consult.
- New Client Intake Form.
- Courtesy reminder text messages.
- Our website.

We send an SMS 2 days before your appointment as a courtesy. However, it is your responsibility to remember your appointment times; please don't rely solely on SMS.

CONTACT

Phone: **02 9520 3338**

Email: **contactus@capablekids.com.au**

Email is the best option for cancellation, alternatively you can respond to our text messages. You are welcome to call but you **must leave a voicemail**. Voicemails are time stamped, so notice via a voicemail will be accepted at the time you call, not the time we get back to you.

Please note that this applies for school visits, to ensure the therapist is informed and does not arrive unnecessarily. Do not rely on the school informing us of any changes.

PAYMENT

Cancellation Fee Payment is due on the day of the scheduled appointment. If we can't reach you, the credit card we have on file will be charged.

OPTIONS

What can I do instead of a session*?

If you anticipate a late cancellation, consider the following:

- 1. Parent Coaching Session:** Use it to discuss questions or challenges.
- 2. Q&A with Clinician:** Email a list of questions for them to address.
- 3. Resource Lists:** Your clinician can suggest sites and resources tailored to your child.
- 4. Custom Resources:** The clinician can create resources tailored for your child.
- 5. Telehealth:** If your child is not well enough to come into the clinic, they can consider telehealth as an option.

*Due to planning requirements, we require 3 hours notice for all the above options.

This way, you won't lose out on the appointment and can still use your time to benefit your child.

Your Commitment Matters. Your timely attendance allows us to help every child effectively. Let's work together to ensure a smooth experience for all.

