

APPOINTMENT CANCELLATION POLICY

Approved By:	Director	Date Approved:	July 2026
Review Date:	July 2028	Version:	2.1

We please ask that you let us know as soon as possible if you need to cancel or are not available to attend an OT service session (e.g. home visit, assessment, treatment, equipment trial).

We require at least 24 hours' notice prior to your OT service session otherwise a cancellation fee may be charged.

Definitions & Cancellation Fees

Early Cancellation (cancel before 24 hours of the appointment): Cancellation of the appointment by calling the office or your therapist 24 hours prior to the scheduled appointment. No cancellation fee will apply.

Short Notice Cancellation (cancel within 24 hours of the appointment): Cancellation of the session by calling the office or your therapist but with **less than 24 hours** remaining before scheduled appointment. The below may be charged:

- \$100 cancellation fee; OR
- As per funding body cancellation fee guidelines.

Missed Appointment/No Show: This refers to an appointment being missed or no-show (i.e. no-one is present at the time of the arranged appointment/home visit when the OT attends). The below may be charged:

- 90% of the associated fee for the OT service may be charged, inclusive of Travel (to /from location) where relevant; OR
- As per funding body cancellation fee guidelines.

We will always discuss alternative booking options and be supportive and understanding where possible, so we urge you to call and let us know about exceptional circumstances, so we can do what we can to come to an arrangement that suits all parties.

An invoice will be created and emailed to you if a cancellation fee is being charged.

Funding Bodies

Ability Health Solutions have a responsibility to funding bodies to use the funds for therapy and be accountable to outcomes.

NDIA Participants: NDIA managed clients please note that NDIA Price Guide suggests specific policies regarding cancellation depending on the notice given. Please refer to your personalised NDIS Service Agreement.

Other Funding Bodies: Ability Health Solutions will follow the guidelines setup by each funding body. In the event that a funding body does not pay cancellation fees, you may be responsible directly to cover cancellation fees.

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To reschedule or cancel an appointment please contact your Occupational Therapist directly, or contact Ability Health Solutions office on:

Phone: 9569 9941

Email: admin@abilityhs.au