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Position Statement – Cancellation Policy and Extended Breaks

Purpose

The purpose of this position statement is to provide clear expectations around **cancellations and extended breaks**, supporting consistent therapy, effective use of appointment time and continuity of care. It outlines how appointment bookings are managed during periods of cancellation or absence, while allowing flexibility to meet individual client needs.

Position Statement - Cancellations

- 48 hours' notice is required for cancellation (2 business days, excluding weekends and public holidays), otherwise a cancellation fee of 100% of fees will be charged. Should a therapist travel to an appointment and the client is not available, the travel fee is also charged.
- We aim to provide care aligned with client goals. **If 3 consecutive scheduled appointments per discipline are cancelled, we will contact you to discuss your ongoing appointments and your availability to attend these sessions.** This may include discussing changes to appointment frequency, a temporary therapy break, or removing appointments and placing you on the waitlist where ongoing attendance is not currently possible.

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Position Statement – Extended Breaks

- We are unable to hold appointment slots for more than 3 consecutive scheduled sessions per discipline.
- For extended breaks (more than 3 consecutive scheduled sessions), **where you want us to hold your spot**, you will need to discuss with your therapist how they can use half the sessions you are away for:
    - Report writing
    - Research for future sessions
    - Goal setting
    - Communication with stakeholders (schools, other allied health professionals etc)

- Your therapist will work with you to personalise this.
- If this isn't possible, we'll remove bookings and re-schedule where possible upon your return.