



# Cancellation and Failure to Attend Policy and Procedure

Dot to Dot Early Intervention aims to balance client interests and organisational needs in relation to cancellations and failures to attend, and to make all reasonable attempts to safeguard children's access to early intervention.

Dot to Dot provides families with access to an online family portal which includes dates and times of scheduled appointments. Dot to Dot also sends two reminder text/SMS messages to the client's primary contact. First at 8:00am, two business days prior to the scheduled service delivery and at 8:00am on the day of the scheduled service delivery.

## Cancellation Types

**Cancellation with Notice:** Cancellation two (2) business days prior to the scheduled service delivery. Where supports are cancelled with notice, no charge applies.

**Cancellation without Notice:** When notice is provided less than two business days prior to the scheduled service delivery.

If cancellations occur without notice, the *cancellation fee will be waived twice per year* enrolled at Dot to Dot (not calendar or financial year). For subsequent cancellations without notice, we charge 100% of the anticipated costs of the services, excluding return travel and non-labour costs.

**Failure to Attend:** When a client cancels the service within 2 hours of service delivery (exception applies for appointments before 10:00am), does not attend the service, is not available, or is not at the agreed location to receive the scheduled support.

For a failure to attend, we charge 100% of the cost for the supports that would have been delivered.

## How to cancel an appointment

To cancel an appointment, clients can notify Dot to Dot Early Intervention at any time by either:

1. Contacting their therapist on their work mobile by ringing or via text/SMS message
2. Contact administration by ringing, sending a text/SMS message (ph:0416 219 475) or by emailing (E: [admin@d2d.net.au](mailto:admin@d2d.net.au))

## Group session cancellations

NDIS policy is to split group session costs between participants. Therefore, all cancelled group sessions will be charged. This will ensure attending children's NDIS fund plans are not charged more than anticipated.

## Special Circumstances

Charges may be waived if the client has experienced a catastrophe or unplanned event (e.g. emergency hospitalisation, or car break-down).

The decision to waive the cost will be made by Dot to Dot Early Intervention management. The discretion not to charge for planned services does not apply in any other circumstances.



## Safeguarding and Failure to Attend

In the event of a failure to attend, staff will complete some or all of the following unless they are sure of the client's safety:

- Telephone the client to check on their safety (if appropriate to do so)
- If at the client's home
  - look through windows
  - check if the client's vehicle is onsite (if applicable)
- Telephone the nominated emergency contact person
- Assess and determine the next steps including whether to persist with contacting the client, their emergency contact person or other authorities having regard to what is known about the client, their behaviours and risks, and
- Make a decision regarding the clients next service delivery (if relevant).

## Discharge due to Cancellations

Dot to Dot retains the right to discharge a client if they meet the following criteria:

- 3 cancellations in a row, with and without notice
- 3 cancellations within 5 scheduled sessions, with and without notice
- Lack of engagement in services: No sessions booked for 4 weeks against therapist recommendations.
  - The pausing of services must be discussed with the therapist prior to taking a therapy break.

This is to ensure children receive intervention at the consistency required to address their goals and areas of development. It also takes into consideration the high number of children on our waiting list seeking to join Dot to Dot Early Intervention's program.