



MoveAbout Therapy Services Cancellation Policy

When you commence therapy at MoveAbout Therapy Services (MTS) you and your therapist will agree on the frequency of treatment and a point at which the program will be reviewed. This is often based on a school term (i.e. 10-12 weeks). Therapy is most effective if it occurs in a consistent, ongoing manner, with the consistency agreed upon by you and your therapist. The policies outlined below are to ensure the most effective and efficient treatment programs. Frequent absences from treatment:

- are detrimental to the treatment process for your child and affect progress and therapeutic outcomes.
- may mean that another child remains on a waiting list for treatment and therefore does not receive the therapy they require.
- increase the running cost of MTS which subsequently impacts the amount we must charge for services.

Please read through the policies outlined below before commencing a therapy program with MTS.

- MTS will hold a therapy treatment slot for you based on an agreement of weekly attendance with no more than 2 cancellations per term (where a face to face session is rescheduled or replaced by a different service modality, no cancellation will be recorded).
- MTS will conduct therapy via TeleTherapy or other agreed upon service when face to face therapy is not possible, such as in the case of illness or other COVID-19 related government recommendations.
- MTS asks that you do not cancel/reschedule unless for reasons of sickness or emergency during an agreed block of therapy.

Notification of Cancellation

- MTS requires a minimum of 24 hours notice for all cancellations other than unexpected illness or emergencies.
- If 24 hours notice of a cancellation is not given in circumstances other than unexpected illness or emergencies, MTS will charge a cancellation fee of \$193.99 and may not be able to hold your agreed upon scheduled therapy slot going forward.
- Failure to notify MTS of any cancellation, including not showing up to your scheduled appointment, will incur a cancellation fee of \$193.99.
- Any cancellation charges incurred are not covered by Medicare rebates or health insurance fund rebates, and will need to be paid for privately. NDIS plans will be charged the cancellation fee where the participant has failed to give 24 hours notice of cancellation. MTS will not charge a cancellation fee for cancellations due to illness, holiday or other circumstances where appropriate notice is given (e.g. greater than 24 hours notice). MTS appreciates as much advance notice as possible for planned absences. All cancellations, planned or unplanned, are limited to 2 per term.
- MTS will not hold weekly therapy treatment slots where there are more than 2 cancellations in a school term. This includes sickness, emergency or other reasons. Please remember that planned cancellations (i.e. holidays) are included in the total number of cancellations for the term. We ask that families take a term break when planning to take more than 2 sessions off in a term. This allows another child to benefit from this treatment slot.
- MTS requests that other appointments not be scheduled during your agreed upon therapy treatment slot.

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**MoveAbout Therapy Services Cancellation Policy (continued)**

- When your MTS therapist has to cancel a session, MTS will endeavor to offer coverage or a make-up session to ensure continuity of treatment.
- If your therapist is unable to work in the clinic due to our 'no sniffle policy', therapy sessions will be provided via TeleTherapy.
- When a cancellation occurs, MTS will make every effort to offer a 'make-up session' so that your child does not miss out on the therapy that they require. This may be with your regular treating therapist or another therapist and will generally occur via TeleTherapy. If you are able to attend a 'make up session', either in the week of the cancellation or the week following the cancellation, this will not be considered as a cancellation and will not incur a cancellation fee.
- MTS reserves the right to reschedule an agreed upon treatment slot or place you on a waiting list for treatment should this cancellation policy not be honoured.
- MTS is considerate of the individual needs of each family and will consider the family's circumstances when reviewing attendance rates.