

Your local support team
Speech Pathology
Occupational Therapy
Music Therapy
Group Programs



Unit 11, 9-13 Princeton st
Kenmore, 4069
hello@amazetherapy.com
0436 276 590
ABN: 60 655 001 675

Easy Read Cancellation Policy

If You Need to Cancel

We understand that sometimes plans change.

If you cannot come to your appointment, please let us know as soon as possible.

What Happens If I Cancel?

When you tell us	What you pay
More than 48 hours before your appointment	No fee
24–48 hours before your appointment	You pay 50% (half) of the appointment fee.
Less than 24 hours before your appointment, or you do not attend your appointment	You pay 100% (the full) appointment fee.

Can I Move My Appointment?

Yes. If we can move your appointment to another time **before your next scheduled appointment**, you **will not pay a cancellation fee**.

You can change each appointment **one time only**.

Other Ways to Use Your Appointment Time

If you cannot come to your appointment, you may be able to use your appointment time for:

- A phone appointment.
- A telehealth (video) appointment.
- Therapy resources or home activities.
- Reports or other therapy work completed by your therapist.

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Please speak with your therapist or our administration team if you would like one of these options.

How Can I Cancel?

You can cancel your appointment by:

- Phone call
- Text message
- Email
- Voicemail
- Speaking to your therapist

Emergencies

We understand that emergencies can happen. In special circumstances, your therapist can ask the Director to approve **no cancellation fee**.

If Your Therapy Is Funded by the NDIS

You may choose to use your **NDIS funding** to pay for short-notice cancellation fees if this is allowed under NDIS rules.

The NDIS keeps track of short-notice cancellations.

If you have lots of cancellations, we will work with you to help reduce them.

If Your Therapy Is Not Funded by the NDIS

Some funding providers, including **Medicare** and **Private Health Insurance**, do **not** pay for cancelled appointments.

If your funding provider does not pay the cancellation fee, you will need to pay the fee yourself.

If you are unsure, please ask your funding provider or speak with our team.

Questions?

If you have any questions about this policy, please ask our team. We are happy to help.