

# POLICY

*Cancellation & Non Attendance Policy*



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## Cancellation & Non-Attendance Policy

### Purpose of this Policy

This policy explains the practice's approach to cancellations and non-attendance. It is designed to support fairness, respect for the practitioner's time, and equitable access to appointments for all clients.

### Notice Period

Clients are required to provide **at least 24 hours' notice** if they need to cancel or reschedule an appointment.

Notice can be provided by phone or email during business hours.

### Late Cancellations and Non-Attendance

If less than 24 hours' notice is provided, or if a client does not attend their scheduled appointment, a **late cancellation or non-attendance fee** will apply.

This fee reflects the time that has been reserved specifically for the client and the limited ability to offer the appointment to someone else at short notice.

### Fees

- The late cancellation or non-attendance fee will be outlined in the Ethical Billing Policy or Service Agreement.
- Fees are not claimable through Medicare.
- For NDIS-funded services, cancellation charges are applied in line with NDIS guidelines and the participant's service agreement.

### Exceptional Circumstances

The practice recognises that unexpected events can occur. Exceptional circumstances such as sudden illness, emergencies, or situations outside a client's control may be considered on a case-by-case basis.

### Repeated Non-Attendance

Repeated late cancellations or non-attendance may result in:

- A review of ongoing service arrangements
- Changes to appointment scheduling
- Discontinuation of services where appropriate

Any changes will be discussed with the client in a respectful and transparent manner.

## Responsibility to Cancel

Clients are responsible for ensuring cancellations are communicated. Reminder messages are provided as a courtesy and do not remove the responsibility to cancel within the required notice period.

## Review

This policy is reviewed regularly to ensure it remains fair, transparent, and aligned with ethical and professional standards.

## Contact details

Our contact details are as follows:

The Lifestory Practice

c/- The Rowley Road Clinic

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Date of Cancellation & Non Attendance Policy: 10.11.2026

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# Thank you!