

POLICY

Cancellation and Non-Attendance Policy

The Lifestory Practice

Effective date: 30 August 2026 | **Policy contact:** Carrie Gibbons, Practice Manager

Purpose

This policy explains the practice's approach to cancellations, rescheduling and non-attendance. It supports fairness, respect for practitioner time, continuity of care and equitable access to appointments.

How to cancel or reschedule

Clients should contact the practice as soon as they know they cannot attend. Notice may be given by:

- phone: (08) 7083 8777
- mobile: 0413 006 336
- email: admin@thelifestorypractice.com.au

A cancellation is recorded when the practice receives the message. Reminder messages are a courtesy and do not remove the client's responsibility to cancel within the applicable notice period.

Standard notice period

For privately funded and Medicare-referred services, clients are generally required to provide at least 24 hours' notice to cancel or reschedule an appointment. The applicable fee and notice period will be disclosed before services commence and recorded in the service agreement or fee information.

Different rules apply to NDIS and DVA-funded services, as set out below.

Late cancellation and non-attendance fees

Where less than the applicable notice is provided, or a client does not attend within a reasonable time, the practice may charge the fee disclosed in the service agreement or fee schedule. A fee will be charged only where it is lawful, consistent with the relevant funding rules, and the client or authorised representative was informed of the term in advance.

The practice will not represent a cancellation fee as a treatment service and will not claim a benefit or payment for a service that was not delivered unless the relevant funding rules expressly allow an eligible cancellation claim.

Funding-specific arrangements

Private and Medicare-referred clients

- A private late-cancellation or non-attendance fee may apply under the agreed fee schedule.
- Medicare does not pay a benefit for a cancelled or missed appointment. A cancellation fee must not be submitted to Medicare as though a professional service occurred.
- Any private cancellation fee and its amount will be identified separately from treatment fees.

NDIS-funded services

NDIS cancellation claims will be made only when permitted by the current NDIS Pricing Schedule or other applicable NDIS rules and when the conditions are documented in the participant's service agreement.

As at the effective date of this policy, the NDIS generally distinguishes between:

- eligible non-disability-support-worker supports, for which short notice generally means less than two clear business days
- eligible disability support worker supports, for which short notice may mean less than seven days.

The current NDIS rules and the individual support item will prevail if they change or differ. A cancellation claim will be made only where all applicable conditions are met, including that the provider could not find alternative billable work and any workforce-payment condition that applies. The practice may waive a fee based on the participant's circumstances.

DVA-funded services

DVA will be billed only for eligible services actually provided or where DVA rules expressly authorise another payment. The practice will not charge a Veteran Card holder a co-payment or cancellation fee for a DVA-funded service unless this is expressly permitted by DVA and agreed in advance.

Exceptional circumstances

The practice recognises that unexpected events occur. A fee may be reduced or waived after considering circumstances such as sudden illness, emergency, bereavement, acute safety concerns, transport disruption or other events genuinely outside the client's control.

Requests will be considered consistently and respectfully. The Practice Manager may request enough information to understand the circumstances but will avoid collecting unnecessary sensitive information. The decision will be documented.

Practitioner or practice cancellation

If the practitioner or practice cancels an appointment, no cancellation fee will be charged. The practice will notify the client as soon as practicable and offer rescheduling or another appropriate arrangement.

Repeated cancellations or non-attendance

Repeated late cancellations or non-attendance may lead to:

- a review of barriers and support needs
- changes to appointment scheduling or reminders
- a review of the service agreement
- a planned pause or discontinuation of services where clinically, ethically and contractually appropriate.

Before services are paused or ended, the practice will consider risk, continuity of care, disability-related needs and reasonable adjustments. Any decision will be discussed respectfully and documented, with referral or transition options offered where appropriate.

Disputing a fee

A client or authorised representative may ask the Practice Manager to review a cancellation fee. The practice will explain the basis for the fee, consider relevant information and funding rules, and advise the outcome. Making a complaint will not result in adverse treatment.

Contact details

Organisation: The Lifestory Practice

ABN: 14 697 722 991

Address: 1A Old Coach Road, Aldinga SA 5173

Primary contact: Carrie Gibbons, Practice Manager

Practice Manager email: Carrie@thelifestorypractice.com.au

General email: admin@thelifestorypractice.com.au

Phone: (08) 7083 8777

Mobile: 0413 006 336

Website: www.thelifestorypractice.com.au

Policy references

- Services Australia guidance on Medicare and missed appointments
- NDIS Pricing Schedule 2026-27 and current support catalogue
- DVA provider fee schedules, conditions and allied health provider notes
- The Lifestory Practice Ethical Billing Policy and applicable service agreement.