



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. The first is at 8:00 am, two business days prior to the scheduled service delivery and the second is at 8:00 am 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 (Late Cancellation): When notice is provided less than two (2) business days prior to the scheduled service delivery. Cancellations without notice are charged 100% of the anticipated costs of the service including travel time. This will exclude non-labour travel costs unless the therapist already has travelled to the agreed location, in which case this is a Failure to Attend.

Failure to Attend: When a client cancels the service within 2 hours of service delivery (exception applies for appointments before 10:00 am), does not attend the service, is unavailable, 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 support that would have been delivered, including non-labour costs where applicable.

Illness Related: If you are required to isolate due to COVID or any air-borne illness, you will be offered an Online or Phone consultation instead. If you choose not to accept this alternative, the above cancellation policy applies with or without notice.

How to cancel an appointment

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

1. Ringing or text/SMS message to administration (ph:0416 219 475)
2. If your appointment is scheduled to begin within 2 hours, please contact your therapist on their work mobile by ringing or text/SMS message.

Group session cancellations

NDIS policy is to split group session costs between participants. Therefore, all cancelled group sessions will be charged. This will ensure that 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 breakdown).

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.



DOT TO DOT

Early Intervention

Safeguarding and Failure to Attend

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

- Telephone the client's parent/guardian to check on their safety (if appropriate)
- If at the client's home
 - a. look through windows
 - b. 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's parent/guardian, 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 client's next service delivery (if relevant).

Grounds for Discharge from Dot to Dot Early Intervention

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

- Three cancellations in a row, with and without notice
- Three cancellations within five scheduled sessions, with and without notice
- Lack of engagement in services: No sessions booked for four weeks against therapist recommendations.
- The pausing of services must be discussed with the therapist before 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 considers the high number of children on our waiting list seeking to join Dot to Dot Early Intervention's program.