Joyful Journey
OCCUPATIONAL THERAPY
adding life to days

Appointments and Cancellations

Cancellations at Joyful Journey OT

What You Need To Know
When you book an appointment, that time is set aside just for your child. If you can't attend, letting us know early helps us offer that time to another family.

Cancelling an Appointment:

- Please let us know at least 2 business days before your appointment
- You can contact us by phone or email. Please contact reception, rather than your therapist.

Cancellation Fees:

- More than 2 business days' notice → No fee
- Less than 2 business days' notice → Full session fee may apply
- No show (no notice) → Full session fee applies

Why Do Fees Apply?
Late cancellations and missed appointments mean:

- Another child misses out on that time
- Your therapist has already planned and prepared for your session

These fees follow **NDIS guidelines** and help us provide fair access to all families.

Unexpected Situations:
We understand that emergencies happen.
In some situations (like illness or emergencies), fees may be reviewed and waived.
Please let us know as soon as possible.
We will also endeavour to use the cancelled time to your benefit where possible. This may include completing reports, parent phone calls or making resources or home programs as appropriate to ensure consistency in your therapy plan.

If Cancellations Happen Often:
Regular attendance is important for your child's progress.
If there are frequent cancellations or missed appointments, we may:

- Review your ongoing booking
- Work with you to find a better time
- Pause or adjust services if needed

Cancellation Policy

Replacing a Cancelled Session:
Sometimes, we may be able to offer:

- A rescheduled session
- A telehealth session
- A home program or alternative support

(This depends on availability and what is suitable for your child.)

Need to Cancel?
Please contact us as soon as possible so we can support you and other families.

Thank You
We appreciate your understanding and support in helping us provide quality services to all children.