Non-Attendance & Late Attendance Policy

Background

We now have a long waiting list at the CDN. If services are not attended, or canceled at late notice, we are unable to fill the service times with other clients at short notice.

This means that services opportunities are wasted which could have been used to help other children and families. It also means that the clinician loses income for that appointment.

Policy

In light of these background reasons, our practice has a policy of applying a fee for late cancellations and non-attendances. The fees will be calculated in the following way:

1) Late cancellation: If you cannot attend we ask that you notify us by 10 am on the working day prior to the appointment. If you notify us later than this time, we consider this a 'late cancellation'.

NOTE: If your appointment falls on a Monday we need to be notified by 10 am on the Friday before the appointment.

Failing to do this will incur a fee of 33% of the consultation fee.

2) Failure to attend: If you fail to attend, and we are not notified at all, a fee of 50% of the consultation fee will be charged.

Further Consultations

If a cancellation fee has been charged, it must be paid prior to any further services provided by the Child Development Network.

We recognise that there are exceptional circumstances where this fee may be unfair. This decision rests with the clinical service provider, and you need to discuss the matter with the professional you will be seeing. Our administrative staff will not be making this decision.

Late attendance to appointments

In some circumstances, children and families arrive late for appointments. It is our policy that the appointment should still finish at the appointment time, even if this means the duration of the appointment is shortened. The full service fee will still be charged.

If the clinician and/or family consider this time to be too short to provide a service, it will be, the service will be canceled and a 50% cancellation fee will be charged.