

Cancellation policy

Our Cancellation Policy aims to minimise cancelled or missed appointments and provide you with information about how to cancel or reschedule services if you need to.

Our cancellation fees are in alignment with the current [NDIS Pricing Arrangements and Price Limits 2021-22](#).

We're able to recover the full agreed fee for the service from your NDIS plan in the following circumstances:

- If your appointment has been cancelled at short notice (less than 24 hours notice)
- If you do not attend a scheduled appointment without providing notice
- If you arrive more than 15 minutes late for your appointment.

If you repeatedly cancel or do not attend scheduled appointments, this may result in a loss of your regular appointment times or termination of services. We will provide 14 days' notice of termination of services in writing to enable you or your representative to choose an alternative service provider to deliver your therapy.

We will make reasonable efforts to make individual arrangements with you to minimise cancelled or missed appointments.

If our therapist has to cancel or reschedule an appointment with you, we will provide you with as much notice as possible and you will not be charged a cancellation fee.

To cancel or reschedule an appointment with us, please call us on 0491 047 391 or email us at admin@rangealliedhealth.com.au.