

# Non-Attendance / Late Attendance Policy

## Introduction

We now have a long waiting list at the CDN. If services are not attended and we are unable to fill the service times with other clients at short notice, service opportunities are wasted which could have been used to help other children and families.

## Policy

In 2007 we will be introducing a fee for late cancellations and non – attendances. The fees will be calculated in the following way:

- 1) If you fail to attend, and we are not notified, a fee of 50% of the consultation fee will be charged.
- 2) If you cannot attend **you must notify us by 10 am on the day prior to the appointment**. Failing to do this will incur a fee of 30% of the consultation fee . We need to have this in place in order to give someone else the opportunity to fill the time slot.

## Conditions

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 (doctor, therapist, psychologist, educator) 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, the service will be canceled and a 50% cancellation fee will be charged.