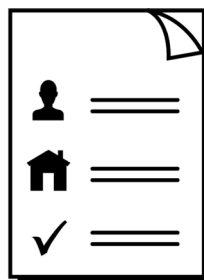




## How we manage appointments



**Easy Read**

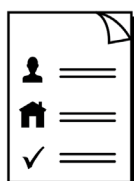
## About this book



This book is from Therapy Focus.



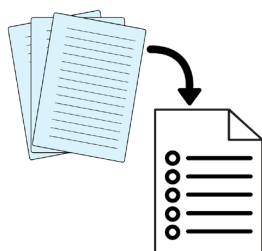
This is an Easy Read book.



Easy Read uses simple words and pictures.



We add a star before and after **\*hard words\*** and explain what the words mean.



This is a **\*summary\*** of another document.

Summary means the most important information.



You can ask someone to help you read and understand this book.

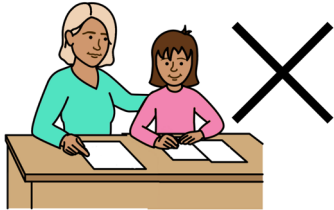


Contact information is at the end of this book.

## How we manage appointments



We are changing the way we manage appointments.

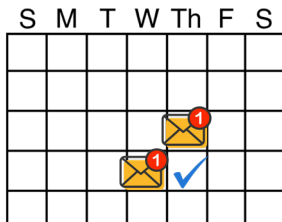


This change does **not** apply to school appointments.



When you book an appointment, you can choose to get a reminder message on your phone

- 7 days before your appointment



and

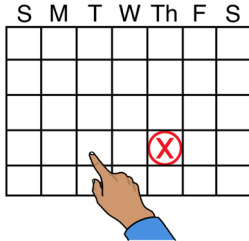
- 24 hours before your appointment.



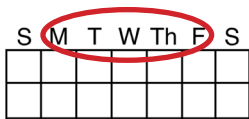
Unless you reply **No** or contact us to change the appointment, we will confirm your appointment.



If you do not come to your appointment, we will charge you the full cost, including travel.



You can still cancel your appointment  
2 **\*business days\*** before your appointment.



Business days means Monday to Friday  
from 9 am to 5 pm.

## Why are we making this change?



This change will

- make it easier for you because you do **not** need to confirm every appointment anymore
- make it easier for our therapists to plan their therapy sessions.





## More information



To change or cancel an appointment,  
contact our customer experience team.



Please **do not** contact your therapist.



**Call**      1300 135 373



**Online**    [Therapy Focus website](http://www.therapyfocus.org.au)  
[www.therapyfocus.org.au/contact-us](http://www.therapyfocus.org.au/contact-us)



**Email**      [enquiries@therapyfocus.org.au](mailto:enquiries@therapyfocus.org.au)



## Help to speak and listen

If you need help to speak or listen, the National Relay Service can help you make a call.

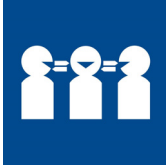


**Call**      1800 555 660



**Online**      [NRS Helpdesk](https://www.accesshub.gov.au/about-the-nrs/nrs-helpdesk)  
[www.accesshub.gov.au/about-the-nrs/nrs-helpdesk](https://www.accesshub.gov.au/about-the-nrs/nrs-helpdesk)

## Help in your language



If you need help with other languages, contact the Translating and Interpreting Service.



**Call**      131 450



**Online**      [TIS National](https://www.tisnational.gov.au)  
[www.tisnational.gov.au](https://www.tisnational.gov.au)

Easy Read Australia created this Easy Read document in March 2026 using Picture Communication Symbols (PCS). PCS and Boardmaker are trademarks of Tobii Dynavox LLC. All rights reserved. Used with permission.

You must ask for permission to use the images in this document.

For more information, please visit [Easy Read Australia](https://www.easyreadaust.com.au)

[www.easyreadaust.com.au](https://www.easyreadaust.com.au)