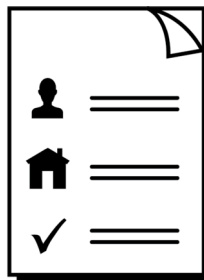




Our cancellation policy



Easy Read

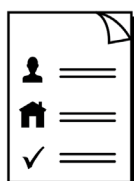
About this book



This book is from Therapy Focus.



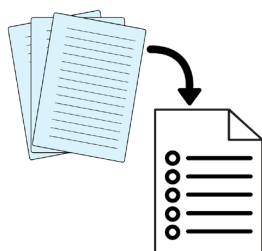
This is an Easy Read book.



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.

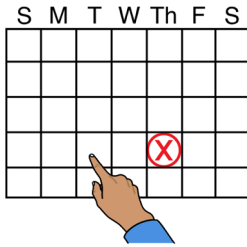


Contact information is at the end of this book.

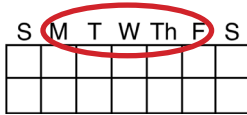
Our *cancellation policy*



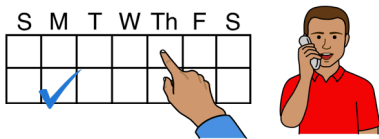
Our cancellation policy explains how to cancel an appointment.



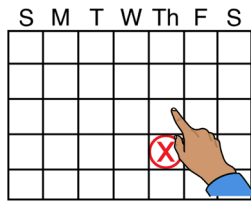
If you need to cancel an appointment, please tell us **2 *business days*** before your appointment.



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



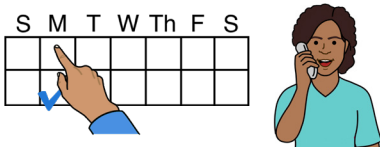
For example, if your appointment is at 9 am on a Monday, please let us know by 9 am the Thursday before.



If you live in a ***rural or remote*** area,
please tell us **5** business days before your
appointment.



Rural or remote means a long way from the city.

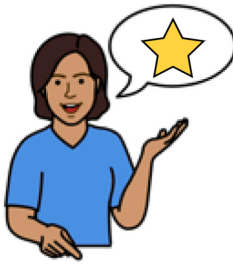


For example, if your appointment is at
9 am on a Monday, please let us know by
9 am the Monday before.

Charges for missed appointments

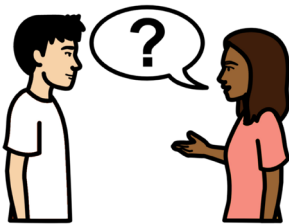


If you miss or forget to cancel your appointment, we will charge you the full cost, including travel.

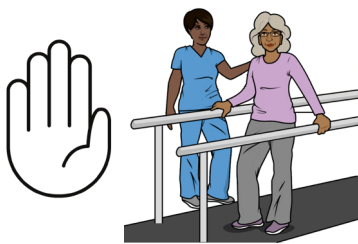


If you miss or cancel lots of appointments, we will

- talk to you about your therapy and goals



- ask what might help you to come to your appointments.



If nothing changes, we might have to stop services until you are ready to come to your appointments.

If we cancel an appointment



If your therapist needs to cancel an appointment, we will

- tell you as soon as possible



- try to make a new appointment that suits you.



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](https://www.therapyfocus.org.au)

www.therapyfocus.org.au/contact-us



Email 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.

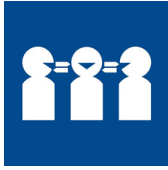


Call 1800 555 660



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

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

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