



BLUEPRINT
THERAPY SERVICES
Independence, by design.

Cancellations & attendance

2 CLEAR BUSINESS DAYS

The notice we ask for to change or cancel an appointment.

EASY TO REACH US

Call, text or email — a voicemail left after hours still counts.

FAIR DISCRETION

Illness, emergencies and cultural obligations — we waive the fee.

WHY WE ASK FOR NOTICE

When we book an appointment we set that time aside for you, including travel to your home. Early notice lets us offer the time to someone else waiting, and rebook you sooner.

HOW MUCH NOTICE WE NEED

Two clear business days

"Clear business days" don't include the day you tell us or the day of your appointment. For a Thursday appointment, let us know by the end of Monday. Weekends and public holidays aren't business days.

LATE CANCELLATIONS & NON-ATTENDANCE

If an appointment is cancelled with less than two clear business days' notice, or nobody is home when we arrive, we may charge up to 100% of the agreed fee. For NDIS participants this is claimed from the plan under the relevant cancellation item, in line with the current NDIS Pricing Schedule and your service agreement. We always try to reallocate the time first — if we can, you won't be charged.

WHEN WE WON'T CHARGE

We use common sense. We don't charge a fee for genuine, unavoidable circumstances:

- Sudden illness, injury or hospital admission
- A family emergency or bereavement, including funerals and cultural obligations
- Unsafe travel or extreme weather
- A support worker, carer or transport not arriving

Just tell us what happened — we would rather you rest and recover than push through unwell.

HOW TO CANCEL OR RESCHEDULE

1 Call or text 0412 893 212

The quickest way — a text is perfectly fine.

2 Email admin@blueprinttherapy.com.au

Outside business hours, leave a voicemail or send an email. We count the time your message arrives, not the time we read it.

IF WE NEED TO CANCEL

Occasionally we may need to reschedule — illness, an emergency, or unsafe conditions. We will give you as much notice as we can, no fee applies, and we will offer the next available appointment as a priority.

RUNNING LATE

Please call if you are running behind and we will wait where we can. If we cannot reach you, we wait 15 minutes before recording a non-attendance. If you arrive late, we use the time remaining so the next participant isn't delayed, and the full fee applies.

CAN'T MAKE IT IN PERSON?

Ask us about telehealth before you cancel. If you are well enough to talk but can't have us visit, we can often deliver the session by video or phone instead — keeping your progress on track and your funding working for you.

PRIVATE & AGED CARE CLIENTS

The same notice period and terms apply. Fees are charged in line with our current fee schedule and invoiced directly.

IN SHORT

Give us two clear business days' notice and there is never a fee.

If life gets in the way, tell us what happened — we will almost always work it out with you.

AHPRA REGISTERED OTS • WORKING WITH CHILDREN CHECK • NDIS WORKER SCREENING • ABN 28 692 653 679

0412 893 212

admin@blueprinttherapy.com.au

www.blueprinttherapy.com.au

REFERRALS

SCAN TO VISIT OUR WEBSITE

