

# Cancellations

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## INFORMATION FOR CLIENTS

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### **CAN'T COME?**

If you can't attend your appointment, let us know at least one business day before by:



Calling (02) 9850 2900



Emailing [shc@mqhealth.org.au](mailto:shc@mqhealth.org.au)



Talking to our reception Staff

You might have to pay for your session, even if you don't come. This could cost 100% of the fee you pay.

### **DON'T SHOW UP?**

You might have to pay for your session, even if you don't come. This could cost 100% of the fee you pay.

### **FREQUENCY**

If you cancel a lot, this service might not be working for you. Talk to us so we can help you.

### **WORRIED?**

Talk to us. You can also complain to the NDIS quality and safeguards commission. More information can be found at

<https://www.ndiscommission.gov.au/participants/complaints>, or you can contact the commission by phoning 1800 035 544 (free call from landlines), TTY 133 677 or calling the National Relay Service and asking for 1800 035 544.