



Early Intervention

Support Services

Cancellation Policy

Participants must give the provider a minimum of 72 hours' notice if the participant cannot make a **scheduled appointment**, and a **minimum of 7 days' notice** if the participant cannot make a **Social Skills Therapy Session**; If the notice is not provided by then, the provider's cancellation policy will apply. Cancellations are to be made via the following email addresses:

VICTORIA – Appointments.vic@earlyinterventionsupport.com.au

QUEENSLAND – Appointments.qld@earlyinterventionsupport.com.au

If the participant does not provide the notice period, then the scheduled hours are deemed to be payable in full irrespective of cancellation.

The company reserves the right to terminate services to a client if the **client cancels or otherwise does not attend any scheduled EISS service (inclusive) three (3) consecutive times**. This extends to all EISS services, including but not limited to, Speech Pathology, Occupational Therapy, Psychology, Allied Health Assistant Sessions, and Social Skills. Special circumstances may be considered.