

Booking and Cancellation Policy

- A booking can only be made once the Patient Registration Form has been completed online.
- The enquiry will be triaged by a member of our clinical team, and an appropriate clinician identified for your child.

Please note, in most cases, your child will be booked with one of our specialist GPs who are the ideal professionals to commence the process of assessing and managing your child. We use a team care process to ensure your child's care is commenced as soon as possible.

Team care also ensures thorough follow up and support of your child.

- You will then be offered the next available appointment.
- Due to the high demand for our appointments, we appreciate your support in providing appropriate notice for cancellations. Appointments can be cancelled or postponed without charge up to 2 business days in advance.
- Cancellations within 2 business days will incur a fee up to the full consultation fee.
- If you need to change an appointment, please notify us via SMS, email (reception@paediatricpeople) or telephone (03) 9088 3011, as soon as possible.

Cancellation within 2 business days, or non-attendance, will incur the full consult fee of the appointment.