

Guide to accessible appointments

**When scheduling appointments**

**ASK**

What days and times are suitable for you?

Do you require any specific assistance to attend your appointment?

**RECORD**

Any support requirements for future reference.

**Day of appointment**

**INFORM**

Text or call if the appointment is going to be delayed.

**ASK & OBSERVE**

Is there anything we can assist with? (when client arrives)

**RECORD**

Any support requirements for future reference.

**Follow-up support requirements**

**ASK**

Do you need us to arrange anything for you?

**RECORD**

Any support requirements for future reference.

*Funded by the Australian Government Department of Social Services.*