

# 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.