

Waiting List

Murrumbidgee Allied Health Service (MAHS) wants you to access the services you need at a time that suits you. However, we all only have a certain number of available hours in our day! Our clinicians work with a range of people including babies, children, teenagers, adults, and elderly people. Our clinicians also travel throughout the Murrumbidgee area. All of these people have different needs, and we try to balance the needs of everyone and provide an ethical, evidence-based service.

Our waiting list

If we do not have any available times to see you, we can place you on our waiting list. This means we will take some relevant information about you or your child, and store it in a secure place, ready for when we have some time available to see you.

When you are placed on our waiting list, we will give you an approximate time frame for when you may be able to see a clinician. These time frames are our best guess, but not definitive.

If you are on our waiting list, we will contact you when a time becomes available. We need you to get back to us with confirmation within 24 hours of being offered a place. If you are not available at the time offered, you will remain on the waiting list unless you ask to be removed.

You can choose to be on our waiting list and see other clinicians from other services while you are waiting. You can choose to leave our waiting list at any time.

Prioritisation

We prioritise our waiting list based on time, geographical location, and clinical priority. This means that sometimes, people are seen before others even though they have been waiting longer for a service. We do our best to make sure things are fair, while also making sure people are safe.

Other options

If you do not want to be placed on the waiting list, we can provide you with a list of other local services who might be able to help you. We do not necessarily endorse these services, and we do not have any control over the service they provide.

Other information

This guideline may be amended if there are any changes recommended by the National Disability Insurance Agency, other relevant authorities, or other relevant laws. If this happens, we will tell you about these changes.

Questions or comments

If you have any questions or comments about this guideline, please contact the MAHS office on 6963 9377 or admin@mahs.com.au.