

Beyond Speech Cancellation Policy

We, like many professional services, have a cancellation policy that reflects the time that the clinician sets aside for each appointment including preparation and planning that occurs prior to the session. We also have a substantial waiting list, so if we are given reasonable notice then we can try to offer another client an appointment instead.

If it is necessary to cancel a scheduled appointment we require that our clients call us at least 48 hours prior to their appointment time. Cancellations with at least 48 hours notice will not incur a cancellation fee.

Cancellations with less than 48 hours of session where a session can be rescheduled within the week, will not incur a cancellation fee. However, cancellations with less than 48 hours notice where the appointment cannot be rescheduled will incur a fee of 100% of session fee.

Another option we offer clients when they cannot attend their appointment is to have a Telehealth appointment instead or the option for the clinician to conduct some **non-face to face therapy** in their scheduled appointment time, the purpose of these tasks would be to continue to work towards the current treatment goals. This may include creating visuals, developing social stories, contacting team members (e.g. GP, OT, teacher), providing at home activities/resources, etc.

Consistent with NDIS policy, in the event of a cancellation of an NDIS session with less than 48 hours notice, the NDIS cancellation fee will apply (100% of session fee, charged against your plan). This provision is built into all NDIS plans to ensure the viability of the NDIS program - if businesses who offer NDIS services become unviable, then the entire NDIS suffers and risks failure. We do our best to ensure client attendance by sending reminder emails and SMS and confirming all appointments prior to the session. We rely on our clients to do their bit in this process by trying to give us as much notice as possible for a cancellation and doing their best to avoid 'no-shows'.

Last minute cancellations can occur for many reasons including illness, an accident, power outage or extreme weather event. These situations are stressful and challenging for everyone involved and we understand that these instances are more often than not unavoidable. We do our best to be understanding and try to give our clients as many options to make use of the time set aside for their appointment as possible.

Please let us know if you have any questions or concerns regarding this policy.