Cancellation Policy

Speech Alive Speech Pathology

The following document outlines Speech Alive's current cancellation policy. As speech therapists, our mission is to support families and carers during all stages of the therapy process so that our clients achieve their full potential and communicate confidently.

BACKGROUND

At Speech Alive (ABN 74 462 967 041), we:

- Are committed to providing a high-quality service by limiting the number of clients we see each day.
- Dedicate considerable time to preparing for each appointment.

We also understand the importance of consistent, regular appointments for your family. To achieve this, we schedule your appointments one term in advance.

As a courtesy, you will receive an SMS reminder two days before your appointment.

If you book an appointment with us and don't turn up, or if you contact us to cancel an appointment with less than two working days' notice, three things happen:

1. We lose the time we have spent preparing for your appointment, time we could have spent helping another client.
2. We may not have enough time to offer your appointment time to another client, which reduces the total number of clients we can help that day.
3. We lose income, which makes it more difficult for us to invest adequately in new staff and resources.

Speech therapy is most effective when we trust and value each other's work. We know that things happen: cars break down, kids get sick, important travel commitments crop up at short notice. But "no shows" and late cancellations, particularly if they happen more than once, can interfere with our trust in each other and, over time, can affect the quality of care. We take pride in our work and don't want this to happen.

To help us serve you better and cover our expenses, we ask that clients give us sufficient notice when cancelling an appointment. The following policies apply to appointment cancellations, late arrivals and failures to attend.

AGREEMENT

Booking an assessment, therapy, coaching, consultation, training, intensive, workshop or other appointment with us (collectively, an "Appointment") creates a legally binding contract, an "Agreement", between you and us. The parties to this Agreement are:

1. the person who makes the booking, referred to in this Agreement as "you"; and
2. Speech Alive, referred to in this Agreement as "we", "our" and "us".

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By making the booking on behalf of yourself or a child in your care, you confirm that you are authorised to agree to these terms and conditions. We provide our services to you subject to this Agreement. As with any binding contract, you should read it carefully before making a booking. If we change the terms and conditions of this Agreement, we will notify you in writing. If you continue to use our services after changes have been made, you will be considered to have accepted the changes to the Agreement between us.

CANCELLATIONS, CHANGES TO BOOKINGS AND FAILURES TO ATTEND APPOINTMENTS

Consistent with common practice and the NDIS guidelines for 2024-2025, we will accept cancellations up to two business days before an appointment. Our business days are Monday to Friday. You must notify us by email, telephone or SMS text message, and we must receive your email, call or text. Our current contact details are:

Email: tatiana@speechalive.com.au
Mobile: 0490 959 404

If you need to cancel or change an appointment time, please contact us at least TWO DAYS before your appointment. Please note that cancellation fees may apply if you fail to attend an appointment or cancel with less than TWO DAYS' NOTICE, as follows.

Non-emergency cancellations require TWO DAYS' notice. Non-emergencies include holidays, pre-planned medical appointments, family events, parties, sporting events, lack of a babysitter or anything not defined as an "emergency" (see below). If non-emergency cancellations become excessive, we will discuss your appointment schedule to better suit your family's needs. If a session is cancelled with less than 48 hours' notice, it will be billed at 50% of the therapy session fee. Cancellations made with less than 24 hours' notice will be charged at 100% of the therapy session fee.

EMERGENCIES

Emergencies require notice by 8am. We are happy to receive text messages from 6.30am onwards. Emergency cancellations are accepted only for illness, illness of a family member or a death in the family. These sessions must be cancelled by 8am on the day of the appointment. If notice is given after this time, a late cancellation fee will apply. The cancellation fee will be your full session fee. If you are NDIS funded, the fee will be claimed from your NDIS funds.

FAILURE TO ATTEND AN APPOINTMENT

If a client fails to attend a scheduled appointment and no notice is received, the full appointment fee is payable (e.g. $193.99 per hour). If you are NDIS funded, the fee will be claimed from your NDIS funds.

REPEAT CANCELLATIONS

If repeated cancellations or failures to attend occur, we will contact you to review your appointment schedule.

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LATE ARRIVAL TO AN APPOINTMENT

We pride ourselves on being on time for your appointment. To keep our schedule running smoothly, we ask that you arrive promptly for your scheduled appointments. Late arrivals will still incur the full fee for the scheduled appointment.

Unfortunately, because we have other appointments and commitments before and after yours, the session cannot be extended if you are late.

FEES AND CHARGES FOR MISSED APPOINTMENTS

We will contact you about the cancelled or missed appointment to arrange prompt payment. Payment for the missed appointment must be received to confirm your child's next scheduled appointment. If you are an NDIS participant, funds will be claimed from your plan.

Please note: these payments cannot be claimed through private health insurance or Medicare.

CANCELLATION ALTERNATIVE OPTIONS

We know that unexpected things happen: cars break down, people get sick, important travel commitments crop up at short notice. The following alternative options are available to you:

- Your appointment can be changed to a video session (via Zoom).
- We can reschedule your appointment to another day (subject to availability and at the discretion of management).

CONSENT

• I have read and understood the payment for sessions and cancellation policy above. I understand that a cancellation fee will apply if I give less than 24 hours' notice or do not attend my scheduled appointment.

Client name: _____

Parent/carer name: _____

Signature: _____