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Cancellation and Attendance Policy

Please be considerate when cancelling appointments and give as much notice as possible. A significant amount of time is spent planning for scheduled assessment and therapy sessions. Typically we will have exclusively reserved an ongoing therapy time for you and when an appointment is cancelled, even within the cancellation period, the slot is rarely filled by another client.

We appreciate that unforeseen life events and illnesses do occur from time to time. However, missing appointments disrupts the therapy plan and interrupts your/your child's progress towards their goals. If for whatever reason you are unable to attend a session in the clinic, you are encouraged to use the therapist's allocated time in a way that still contributes to the ongoing success of the treatment plan.

Examples include:

- Phone or telehealth (video conferencing) consultation
- Liaison with health professionals/educators
- Parent:therapist discussion / goal planning
- Reviewing data, progress and goals
- Creating resources / providing home practice activities

If you make a short-notice cancellation and do not give the standard 2 clear business days (Monday-Friday) before the scheduled service booking time, Sydney Speech Clinic will charge 100% of the session fee. There is no charge for appointments cancelled 2 clear full business days before the scheduled service booking time, however, we kindly request that you choose from the above options to make best use of the time allocated to you. If we do not receive any communication cancelling an appointment and you do not attend, then the full fee is payable and we will not be able to use the allocated time for other activities if the session time slot has passed.

The following table provides a guide as to when you need to cancel an appointment in order to avoid the cancellation fee:

Appointment Day	When you need to give notice to avoid the cancellation fee
Monday	9am on the Thursday before
Tuesday	9am on the Friday before
Wednesday	9am on the Monday before
Thursday	9am on the Tuesday before
Friday	9am on the Wednesday before
Saturday	9am on the Thursday before

Canceling an Appointment

Cancellations should be made either by phone call, voicemail message or email to our Client Services Team (02 8404 0715 / info@sydneyclinic.com.au). The time of receipt of the communication will be logged and used to determine if the cancellation period was met. Monday cancellations still need at least 2 business days notice as we are even less likely to be able to fill your appointment time than usual over a weekend if we do not receive notice by 9am on the Thursday the week before.

Repeated Cancellations / Attendance Expectations

Repeated cancellations impact on your/your child's therapy progress as well as the viability of our service. Our primary focus is on your/your child's therapy momentum to achieve your goals. When you cancel an appointment, it is unlikely that we are able to offer that one-off time slot to another family as they are also waiting for ongoing regular times for their therapy and not one-off visits.

As such, if you are unable to attend/commit to 90% of your allocated appointments each quarter (January-March, April-June, July-September, October-December) and do not select any online or indirect options offered to you we reserve the right to reallocate your regular ongoing scheduled appointment time slot to another client and return you to the waiting list with the hope that the next block of therapy time we can offer you allows for more consistent attendance. We will discuss and attempt to problem solve this with you first.

If you are having difficulties committing to your regular agreed appointment time please let us know as soon as possible so that we can try to find solutions that work for us all. We understand that, even with best intentions, life events and challenges sometimes get in the way. If you are feeling that it is not the right time for therapy at any point it is important that you let us know so that we can discuss the best

plan going forward. This may mean offering you an alternate timeslot (if available) or returning to the waiting list.

Holidays

We understand that taking breaks for holidays is an important part of life and we try our best to work with families to find solutions when there will be several missed appointments that impact on their ability to meet the attendance requirements. In order to retain your allocated time slot we will discuss the following options with you:

1. Work with your therapist to determine how your regular allocated time can be used to continue to support you while you are on holiday (e.g. telehealth sessions, holiday resources packs, liaison with other professionals, updating goals, writing reports).
2. Join the priority waitlist so that another client can utilise the vacated timeslot ongoing. When you are able to resume therapy we will work with you to try and find an alternate future timeslot pending therapist availability.

Ceasing Services

When ceasing services at Sydney Speech Clinic, we require a minimum of one week's notice. The final scheduled session can be utilised for a regular therapy session or to create a discharge summary for you. This is considered best practice, providing valuable information regarding therapy outcomes, recommendations for ongoing support, and a record of the client's journey with our clinic.

Payment of Cancellation Fees

Sydney Speech Clinic will make reasonable steps by phone, email and/or SMS to contact you when there is a history of frequent cancellations or missed appointments to help problem-solve with you. We do expect fees to be paid for missed appointments within the same week as the missed appointment. No further therapy sessions will be offered if a client frequently misses appointments or has more than 1 outstanding payment.

Cancellation fees will be applied automatically on your account by our client services team. If a cancellation fee has been charged, it must be paid prior to the provision of any further services. Neither our client services team nor your therapist has the authority to waive this fee, however, you are welcome to share any exceptional, unexpected or unforeseen circumstances that may apply and these will be relayed to our Accounts Manager.

Therapist Cancellations

If we need to cancel an appointment for any reason (such as your therapist is unwell), we may do so at any time before the appointment is scheduled to begin. We do not expect this to happen except in exceptional circumstances. We will of course give you as much notice as possible and we may be able to

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offer you a different therapist to cover that appointment slot or an alternative date for a makeup appointment if at all possible, though this is not guaranteed.