



## **Cancellations and Non-Attendance Policy Effective March 2026**

### **General Cancellation Terms**

1. The client must give 48 hours' notice when cancelling or requesting to reschedule an appointment.
2. They must notify the practice via email or phone call.
3. If a client gives less than 48 hours' notice or does not show up:
  - a. A late cancellation fee of up to 100% of the session fee will be charged. If the practice is able to fill the appointment with another client, the fee will be reduced to an administrative fee of \$30.
  - b. In circumstances where the client is returning for therapy the following week or fortnight, the late fee is used for the practice to use the scheduled time to progress the child's services (i.e. outstanding consultations, reports or analysis, developing resources for home practice).
  - c. Exceptional circumstances: where emergencies or illness prevent 48 hours' notice, the practice will apply fair and reasonable discretion to decisions about fees and notify the family of the decision and rationale, via email.
  - d. Families may be offered a 'make-up session' within the same week to avoid a late cancellation fee, if the practice has the availability to support the rescheduling.
  - e. Discretion for exceptional circumstances will be applied on a case-by-case basis, taking into account the nature, frequency, and individual circumstances of each situation. Where a pattern of frequent cancellations emerges, the practice will engage the family in a supportive discussion about the long-term plan for services (see clause 6).
4. If a late cancellation fee is being applied, the client will be advised via email (and/or telephone if required).
5. If non-attendance and cancellations result in less than 70% of appointments being attended over a school term, the family will be contacted to discuss the long-term plan for services. Possible outcomes may include rescheduling to a more suitable time, pausing services, or offering the appointment slot to another family on the waitlist.

### **Provider-Initiated Cancellations**

6. If Holistic Speech Pathology cancels or reschedules an appointment, no cancellation fees will be charged to the client for provider-initiated cancellations.

### **Cancellation Terms for NDIS Participants**

7. For NDIS self-managed and plan-managed participants, the following cancellation terms apply in accordance with the *NDIS Pricing Arrangements and Price Limits 2025–26*:

- f. **Short Notice Cancellation – 2 clear business days:** Where a participant provides less than two (2) clear business days' notice of cancellation, or does not show up for a scheduled appointment within a reasonable time, Holistic Speech Pathology may claim up to 100% of the agreed fee from the participant's plan, subject to the terms of the service agreement.
- g. **Conditions:** The provider was not able to find alternative billable work for the relevant worker for the time that would have been spent providing the support.
- h. **Discretion:** Holistic Speech Pathology may choose to waive the short notice cancellation fee at its discretion, taking into account the individual circumstances of the participant.
- i. **Documentation:** The terms of short notice cancellation will be documented in each participant's service agreement.
- j. **Duty of care:** If a participant has an unusual number of cancellations, we will seek to understand why they are occurring and work with the participant to address any barriers to attendance.

### **How we apply the policy**

- k. We apply the policy consistently and fairly.
- l. Frequent cancellations are discussed with the family to understand the reason and attempt to resolve any issues.
- m. The Policy is available on the website.
- n. The Terms and Conditions which includes the Policy requirements for cancellations and non-attendance is emailed to families when they book an appointment.
- o. Families are required to sign the form, stating that they understand the Policy and agree to their responsibilities stated within the Policy.

END OF POLICY