Policy and Procedures

POLICY NAME	CANCELLATION POLICY
POLICY NUMBER	57
START DATE	5.7.24
REVIEW DATE	5.7.26

1. PURPOSE

The purpose of this policy is to provide guidance regarding ABC Speech Pathology's cancellation fees.

2. CANCELLATION POLICY

We are committed to providing a quality service to our clients. As part of that commitment, we ask that booked appointments be attended on a regular basis.

- **Notice Period**: ABC Speech Pathology has a 48-hour notice cancellation policy. Clients are expected to attend scheduled appointments. If changes are required, 48 hours' notice is necessary, or a cancellation fee will be charged. Where clients/participants provide adequate notice (48 hours), no charge applies.
- **Cancellation Fee**: Our policy is to charge 90% of the session fee if notice is not provided. Participants must not attend sessions if they are sick.
- **No-Show Protocol**: In the event of a no-show, the ABC staff member scheduled to support the client/participant will make every attempt to make contact to determine if there are any special circumstances or safety concerns and to provide a reminder of the scheduled session.

3. REVIEW OF THE POLICY

This policy will be reviewed biennially. However, if at any time the legislative policy is so altered that the policy is no longer appropriate in its current form, the policy will be reviewed immediately and amended accordingly.

4. LINK TO NDIS PRACTICE STANDARDS

This policy aligns with the following NDIS Practice Standards:

- **Rights and Responsibilities**: Ensuring participants are informed about cancellation policies and their responsibilities.
- **Provider Governance and Operational Management**: Implementing clear and fair cancellation policies and maintaining compliance with NDIS guidelines.
- **Provision of Supports**: Ensuring continuity and reliability of support services by managing cancellations effectively.
- **Feedback and Complaints Management**: Addressing any concerns or complaints related to cancellation policies and fees effectively.