



**Cancellation Policy Updated May 2022**

The Speech Spot Illawarra requests 48 hours notice for the cancellation or rescheduling of appointments.

The Speech Spot Illawarra understands that unforeseen circumstances do occur which result in late cancellations or no-shows to appointments.

If a late cancellation occurs, within 24 hours of the appointment, the following options will be given to families:

1. Replace the face to face session with a telehealth session
2. Resource creation for the client

If any of these options are taken up by the client and their family, then no cancellation fee will be charged.

However, if these options are not taken up by the client and their family or the client is a no-show to a session, we will base our cancellation fee on the NDIS Price Guide which stipulates that The Speech Spot Illawarra are able to claim 100% of the appointment price for the set appointment length.

The current NDIS price guide is \$193.99 per hour missed with less than 48 hours notice.

Client Name: \_\_\_\_\_

Parent/Caregiver Name: \_\_\_\_\_

Parent/Caregiver Signature: \_\_\_\_\_

Date: \_\_\_\_\_