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## Cancellation Policy (Private/Medicare)

At Fun to Talk we understand that life can be busy, and that families often are required to keep track of multiple therapy appointments for their child. At times, this can lead to misunderstanding, sessions being missed, and therapy not being delivered. To minimise missed sessions and ensure continuity of therapy, at Fun to Talk Speech Pathology we commit to notifying families of their next appointment at the end of sessions and also reminding families via:

**SMS/email reminders for upcoming appointments sent to clients' families on the day before a session**

On other occasions, therapy sessions must be cancelled by families due to unavoidable commitments or circumstances. In this case:

**A message can be left on the Fun to Talk answerphone by calling 03 5298 1793.**

At times, Fun to Talk Speech Pathology may have to cancel/reschedule an appointment. This may happen, for example, if a therapist is sick on the day of an appointment. We commit to notifying you of any changes at least 2 hours prior to your scheduled appointment time.

### Cancellation Fee & Notice Period

Cancellation fees vary dependent upon the notice period given to Fun to Talk Speech Pathology:

- Notification received on the day of scheduled session: **50% of session fee**
- Notification received 1 day prior to scheduled session: **25% of session fee**
- Notification received 2 days (or more) prior to scheduled session: **No fee**

### Payment of Cancellation Fees

Cancellation fees are to be paid to the bank details provided by Fun to Talk Speech Pathology on the relevant invoice. Please use the client's surname as the reference for the bank transfer to avoid any confusion. No further appointments can be offered until outstanding cancellation fees are received.

### Repeated Cancellation

**A total of 3 successive cancelled appointments will result in a client being returned to our waiting list.** This policy maximises our ability to successfully treat clients, minimises vacant therapy slots and enables us to manage our waiting list effectively – fulfilling our commitment both to clients and the community.