



350 Aberdeen Street,
Manifold Heights, VIC 3218
Email: funtotalkspeech@gmail.com
Web: www.funtotalk.com.au
Phone/Fax: 03 5298 1793
ABN: 90 747 869 390

NDIS Cancellation Policy

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 reminding families of upcoming appointments via:

SMS/email reminders for upcoming appointments sent to participants' 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

As per the NDIS Price Guide 2022/23, cancellation notifications received within 7 days of a scheduled appointment are deemed 'short notice' and result in 100% of the session being charged to the participant's NDIS plan. Non-attendance of a session without notice will also result in the participant's plan being charged 100% of the session 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 participant'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 participant 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 participants and the community.