

MelJay Speech Pathology: Cancellation Policy



Implemented October 2025 | Version 1.0 .

1. Introduction

This policy explains what to do if you need to cancel or change your child's speech therapy session, and how we manage illness to keep everyone safe.

2. Notice Period for Cancellations

If you need to cancel or change a session, we require **at least two (2) full business days' notice**.

This allows us to offer the session time to another family.

- If **less than two business days' notice** is given, the **full session fee will be charged**.
- This applies to all reasons, including illness, school events, appointments, or forgetting the session.
- If a **travel fee** applies and you cancel on the **same day**, the travel fee will still be charged, as travel time has already been planned.

3. Frequent Cancellations

We understand that sometimes cancellations are unavoidable. However, if sessions are cancelled or missed frequently, this may affect your child's ongoing booking.

For example, if your child attends **less than 60% of their sessions over a block of five appointments** (such as attending 3 out of 5 sessions), we may need to:

- move your child back to the waitlist
- offer the regular session time to another family

This helps us ensure our service remains fair and available to all families.

4. Illness Policy

We work with many vulnerable children and families, so health and safety are very important to us.

Please **do not attend sessions** if your child:

- is too unwell to attend school or kinder
- has vomited or had diarrhoea in the past 48 hours
- has a fever or high temperature
- has cold or flu symptoms (such as cough, sore throat, or runny nose)

If we are visiting your home:

- please let us know if anyone in the household is unwell
- if sick family members cannot stay in another room, the session may need to be cancelled or rescheduled

If your child or someone in the household is unwell, our clinicians may end or cancel the session to protect all clients and staff.

5. Making the Most of Your Funding

We understand families want to use their NDIS funding in the best way possible.

If your child is unwell, we may be able to offer alternative options, such as:

- **Telehealth sessions**, if your child is well enough to join online
- **Parent-only phone or video sessions** to review goals and home strategies
- **Non face-to-face work**, such as writing reports, updating therapy plans, or preparing home practice packs
- **An alternative session time** within the same week, if available

This means your child's funding can still be used to support therapy progress, even if they cannot attend in person.

6. Conclusion

Thank you for your understanding and for helping us keep everyone safe.

By following this policy, you support our small business and help us continue providing consistent, high-quality care to all families.