

---

## CANCELLATION POLICY

### Introduction

It is the aim of Red Hen Speech Pathology, to provide an effective and efficient service to all our clients. This requires us to be punctual and to use our time effectively. To help achieve this aim, we have a cancellation policy. Please be mindful that appointment slots are specifically allocated to clients with consideration to geographical location, travel time, and need, and may not be rebooked at short notice. Red Hen Speech Pathology acknowledge that at times, cancellation of appointments is unavoidable due to illness or sudden changes to circumstances. It may be preferable that if a client is unwell that an appointment be conducted via telehealth or rescheduled to reduce the risk of cross-infection.

### Definitions

Cancellation refers to any appointment that is cancelled, postponed, rescheduled, not attended or missed. This includes appointments that are booked and the clinician arrives at the agreed location at the agreed time to find that the client is not present or is unavailable.

### Scope

This policy applies to all clients of Red Hen Speech Pathology.

### Key actions/Procedures

- All clients will receive either an automated SMS or email appointment reminder 48hrs prior to the scheduled appointment.
- Cancellations may be made via phone call, SMS or email.
- Red Hen Speech Pathology will attempt to reschedule the appointment whenever possible however there may be a wait for a suitable timeslot to be available.
- If an appointment is cancelled with less than 48 hours notice, a cancellation fee of 50% will be charged.
- If an appointment is missed, or the client fails to attend and no notification is given to Red Hen Speech Pathology, 100% of the appointment fee including any associated travel, will be charged.
- Payment of all outstanding fees will be required prior to provision of future services.
- Repeated cancellation or failure to attend sessions may result in Red Hen Speech Pathology cancelling services.
- These fees may be waived at the discretion of Red Hen Speech Pathology.

It is important to note that insurance companies and Medicare do not provide reimbursements for cancelled appointments, therefore it will be responsibility of the client and or their representative to pay the cost of the cancelled session.

### Related policy and procedures

N/A

---

## Related legislation, regulations and standards

### NDIS Practice Standards

- The NDIS allows cancellations fees to be applied for cancellations with less than 7 days notice.

### Approvals

Date of approval: [30/6/23]

Date of review: June 2024

Director: Manda Dalton