

**BALLARAT
SPEECH
PATHOLOGY**

**122 Doveton Street South, Ballarat Central
admin@ballaratspeechpathology.com**



Appointment Policy

1. MAKING AN APPOINTMENT

Appointments can be made by emailing admin@ballaratspeechpathology.com or in person at the end of a session. If you do not receive a confirmation email your appointment is not in our system.

2. PAYING FOR AN APPOINTMENT

Payment for appointments is expected immediately upon being invoiced. You will receive your invoice via email, to the email address you have supplied on your intake form. Payment can be made via direct deposit only to the following bank account:

Jesse McCluskey

BSB 733 393

ACC 5564 37

Patients with an NDIS plan that is plan managed will have their invoices sent directly to the plan manager for payment.

3. CHANGING OR CANCELLING AN APPOINTMENT

You will be sent an SMS reminder of your appointment two business days prior to your appointment. If you need to change/cancel your appointment this is your opportunity to do so free of charge. You can change/cancel your appointment by emailing admin@speechpathology.com or by calling or texting 0402 014 318. This 48-hour period allows us to offer your appointment to other clients.

4. CHANGING OR CANCELLING AN APPOINTMENT WITH LESS THAN 48 HOURS NOTICE

In the event that less than 2 business days' notice is given to reschedule or cancel an appointment, or a scheduled appointment is not attended, a cancellation fee of 100% of your agreed appointment fee (\$193.99 per hour) will be charged as per NDIS guidelines. Note that a phone consultation or video consultation via Zoom may be arranged in lieu of a face-to-face session to avoid incurring this fee. This can be arranged via email at admin@ballaratspeechpathology.com or by calling directly on 0402 014 318.