

## Appointment Policy

### 1. MAKING AN APPOINTMENT

Appointments can be made by emailing [admin@speechpathology.com](mailto:admin@speechpathology.com) or in person at the end of a session

### 2. PAYING FOR AN APPOINTMENT

Payment for appointments is expected at the time of consultation. Payments can be made by EFTPOS or Credit Card.

### 3. CHANGING/ CANCELLING AN APPOINTMENT WITH 48 HOURS + NOTICE

You will be sent an SMS reminder of your appointment two 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](mailto: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/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 \$145.49 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](mailto:admin@ballaratspeechpathology.com) or by calling directly on 0402 014 318.