

Appointment Policy

1. MAKING AN APPOINTMENT

Appointments can be made by emailing admin@ballaratspeechpathology.com or in person at the end of a session.

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

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 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 or by calling directly on 0402 014 318.