



Lyrical Speech Pathology
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NON-ATTENDANCE & CANCELLATION POLICY

At Lyrical Speech Pathology (LSP), we maintain a strict cancellation policy to ensure fair access to appointments and continued solvency of the business:

We require 48 hours' notice for all appointment cancellations.

For appointments cancelled within this period, please understand that cancellation fees will be charged.

WHY WE APPLY A STRICT CANCELLATION POLICY:

- 1. Our aim is to provide a high quality and affordable service, with fair access to appointments for all our clients.**

This is an ongoing challenge for us to manage to remain sustainable as a business.

- 2. Cancellation fees help us continue to cover our therapists wages.**

This helps us to retain our high quality staff. Great therapists are hard to find!

- 3. Our 48 hour notice period allows us to offer cancellation spots to families waiting for appointments.**

There are many families seeking services or needing additional appointments. If we can offer them a last minute session - we'd love to do so. The more time we have to get in touch with these families to arrange sessions, the better.

DURING COVID, THE NDIA INCREASED SUPPORT FOR FAMILIES AND THERAPISTS, ACKNOWLEDGING THE IMPACT OF INCREASED CANCELLATIONS ON SERVICE PROVIDERS.

The NDIS now covers 100% of the cost of unlimited missed appointments for NDIS participants. This means if you're using NDIS funds to attend appointments and you have to cancel within 48 hours - the NDIS will cover the full cost of your cancelled

appointment. Your therapist may be able to use this funded time to plan for ongoing care, and will advise you if they are doing so.

WHAT YOU NEED TO KNOW:

- It is the client/caregiver's responsibility to ensure that notification of cancellation has been satisfactorily communicated to LSP via phone call or SMS on 0489 319 003.
- There is a message bank so it is possible to leave a voicemail message at any time, or email us on contact@lyricalsp.com
- If you are concerned that you or your child may be unwell for a scheduled session, please contact us as soon as possible.
- Appointments cancelled or rescheduled more than 48 hours before your scheduled appointment will incur no cost.
- Appointments cancelled within 48 hours of your scheduled appointment will incur 100% of the session fee.
- On the advice of your therapist, we'll try to offer you alternative ways your therapist may use the time they have booked for you, so that your billed time can be used.
- If you fail to attend (or fail to notify us of non-attendance prior) the full cancellation fee (100%) of the session will apply.
- Future appointments will be put on hold until payment is made. If no payment is made within 7 days, all ongoing appointments will be cancelled.
- We offer a mixed model of care - providing both online and in person appointments. Under government directives, our service may move to 100% online at any time.
- In the event that clients or clinicians are unwell, displaying symptoms of concern or waiting on results of a Covid test, all appointments will be held online.
- If you or your child attend the session whilst unwell and without prior notification of illness, the clinician reserves the right to cancel the session immediately, with the client incurring the full cancellation fee. This is to preserve the health of our clinicians and their other clients, who may be high-risk regarding sickness.

TERMINATION OF SESSIONS:

We understand that in busy families, sometimes therapy practice or attending sessions can be challenging. If you're finding it hard to attend appointments, please chat to your therapist or our Practice Manager who can suggest alternative options.

1. We want to ensure we offer fair access to clients waiting for ongoing appointments, so we reserve the right to cancel all ongoing sessions in the following circumstances:

2. When a client fails to attend sessions without notice, 3 times within 3 months.
3. When a client cancels 3 or more consecutive scheduled sessions.
4. When, on 4 occasions, a client attends a session without providing prior warning of ongoing illness which causes the clinician to immediately cancel an in-person session.

In the event that items 1, 2 or 3 occur, we will contact you, and offer you the option to be placed back on our waitlist, or offered a break from therapy services.

In the event of item 4, LSP will no longer be willing to provide therapy services in order to protect both our clinicians and their other clients.

DISCLAIMER: LSP reserves the right for terms of this policy to be waived or adjusted, at our discretion, on a case-by-case basis.

CLIENT RESPONSIBILITIES

- Read the Lyrical Speech Pathology policy concerning non-attendance and cancellation fees.
- Recognize that LSP operates as a private company and charges fees for its services.
- Acknowledge my responsibility to pay for sessions provided by LSP during my/my child's time under their care.
- Provide 48 hours' notice of non-attendance/cancellation of any therapy session or cover any incurred cancellation fee. This includes any additional costs LSP incurs in reclaiming unpaid fees by me/my child.