

## APPOINTMENT AND CANCELLATION POLICY

### **Making an Appointment**

Appointments can be made via phone or email. Future appointments will be negotiated on the first day of service and at subsequent appointments. You will receive an automated email reminder of your appointment one (1) full business day before your scheduled appointment. Cancellations made in response to the automated email reminder fall within the late cancellation period, and a cancellation fee will apply.

### **Appointment Duration**

The duration of an appointment includes face-to-face treatment time and writing of brief progress notes. As such, a one-hour appointment may not necessarily include one (1) hour of direct face-to-face treatment. We do this to avoid charging you additional fees. If you are concerned about the amount of time taken for necessary administration tasks, or would like to charge for this separately, please contact us to discuss. Please note, face-to-face includes Video Conferences/Telehealth.

Additionally, non-direct services can be offered. This includes the speech pathologist preparing visual communication systems, homework packs, visual aids and more. The preparation of these resources takes a lot of time and effort from the speech pathologist, as such you will be charged for the time it takes to prepare these resources. This is at the same hourly rate as direct services. You will be made aware of how long it takes to prepare each resource. Please discuss your needs with your speech pathologist.

Reports and letters are also charged at the hourly rate. You will be made aware of the expected charges before report writing commences, and will be invoiced directly and are required to pay before the report or letter is released to you.

### **Travel**

Therapist travel to and from appointments is charged at the hourly rate, in increments of 15 minutes, capped at 30 minutes per appointment. This is highlighted in the service agreement. Travel fees will be charged in the event of a “No Show” or in the event of a late cancellation.

### **School/Kindergarten/Day Care Visits**

Some participants choose to have their visits conducted at the child’s school, kindergarten, or daycare center. Whilst it is beneficial to visit children at school, we need to ensure that families are working on therapy goals outside of school hours. As such, we request

appointments with the parent and child together during school holidays, either at home or at one of the medical clinics, to discuss progress and ongoing monitoring and evaluation of skills. We also request attendance at a minimum of one PSG meeting at school per year, to allow us to plan and communicate effectively with parents and teachers. If you are unable to accommodate these appointments, your child may not benefit from school visits and alternate arrangements for therapy appointments should be made.

### **Cancellation of an Appointment**

If it is necessary to cancel or reschedule your appointment we ask that you call us 24 hours prior to your appointment time. Cancellations made less than one (1) full business day prior to the appointment will incur a cancellation fee. NDIS late cancellations are charged at 100% of the session fee, Private fee-paying late cancellations are charged at 50% of the session fee.

We understand that from time to time an urgent or unpredictable event such as illness or a family situation may make it impossible to cancel your appointment more than 1 full business day prior, and in these rare instances as much notice as you can provide is appreciated. If, however, late cancellations became a pattern, we will discuss this with you and perhaps amend our initial service agreement.

### **How to Cancel Your Appointment**

To cancel appointments please call our office on 03 5260 1840, send an email to [reception@ggsp.com.au](mailto:reception@ggsp.com.au), or reply to the automated appointment reminder (please note, replying to the automated reminder falls within the late cancellation period and you will be charged a late cancellation fee). If our phone is unattended, you can leave a voicemail message detailing the reason for cancellation and/or request to reschedule the appointment. Alternatively, you can send a text message to the our office on 0493 048 193. Cancellations must be made by the participant, parents or guardians. Cancellations by a teacher will not be accepted.

### **No-Show Policy**

A no-show is someone who misses an appointment without providing notice. No-shows inconvenience other individuals who require speech therapy services in a timely manner. A failure to present at the time of a scheduled appointment will be recorded in the client's notes as a no-show. No-shows will be billed to the family at 100% of the session fee. Multiple no-shows may result in the temporary suspension of services.

### **Feedback and complaints**

Greater Geelong Speech Pathology encourages and welcomes all feedback. A complaint is a serious dissatisfaction with some aspect of service you receive. If you have a concern or you are not satisfied with any aspect of the support service provided, please do not hesitate to raise your complaint with us. It is your right to engage an advocate to assist you with lodging a complaint. All complaints are dealt with fairly and equitably.

Our complaints management policies and complaints and feedback form can be found on our website [www.ggsp.com.au](http://www.ggsp.com.au). Completed feedback forms can be emailed to [info@ggsp.com.au](mailto:info@ggsp.com.au), or mailed to 86 Olympic Avenue, Norlane 3214.

For NDIS participants:

If you are not satisfied or do not want to talk to us, you can contact the National Disability Insurance Agency by calling 1800 800 110, visiting one of their offices in person, or visiting [ndis.gov.au](http://ndis.gov.au) for further information. Alternatively, you can contact Speech Pathology Australia by calling 1300 368 835, or by visiting their website [www.speechpathologyaustralia.org.au](http://www.speechpathologyaustralia.org.au) for further information.