



Patron: Jackie French AM, Australian Children's Laureate 2014-2015, Senior Australian of the year 2015

Cancellation and Catch-Up Policy

Early Years Speech Language Support Services

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|---------------------------|--------------------|-------------------------|---------------|
| Effective from | 10 April 2025 | Version | 1.0 |
| Prepared by | Speech Pathologist | Scheduled Review | 10 April 2026 |
| Responsible person | CEO | Approved by | CEO |

1. Policy

Your commitment to the 9-week Early Years Speech Language Support Services package is essential. Securing your weekly sessions supports consistency, the smooth delivery of the program, and provides the best opportunity to achieve meaningful progress.

We understand that circumstances can arise which prevent attendance. To manage appointments effectively, please contact Speld Qld Administration as early as possible if you are unable to attend a session. The following cancellation conditions apply:

- **Early Cancellation**

If you notify Speld Qld Administration at least 24-business hours prior to your scheduled appointment, this is considered an Early Cancellation. In this case, we will do our best to arrange a catch-up session at a mutually convenient time, subject to availability.

- **Late Cancellation**

If notice is given less than 24-business hours before the session, this is considered a Late Cancellation. Unfortunately, in these instances, 50% of the session fee is forfeited, and no catch-up session will be offered.

- **Clinician Cancellation**

In the rare event that the Speech Pathologist is unable to attend, Speld Qld will notify you as early as possible. A catch-up session will be arranged at a time that is mutually convenient. No fee will be charged if the Speech Pathologist needs to cancel.



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- **Extenuating Circumstances**

Exceptions to cancellation fees may apply in cases of genuine emergencies or unavoidable circumstances, such as accidents or family crises, or sudden illnesses. These will be assessed on a case-by-case basis. Clients are encouraged to notify as soon as possible if an extenuating circumstance arises.

- **In the event of illness (including child illness):**

We understand children can become unwell at short notice. Where possible, we may offer to switch your session to Telehealth or parent-only face-to-face session.

If Telehealth with your child isn't suitable, we can still use the time for:

- **Parent coaching via Teams or Face-to-Face**, or
- **Clinical tasks** (like planning, goal setting, or preparing resources).

This ensures the session remains valuable, even if your child is unable to participate.

Cancellation Fees

- **Early Cancellation (more than 24-business hours' notice):**

No fee will be charged.

- **Late Cancellation (less than 24-business hours' notice):**

50% of the service fee (charged at the applicable hourly rate).

- **Missed Appointment / No Show (no notice provided):**

100% of the service fee (charged at the applicable hourly rate).

- **Therapist Cancellation:**

No fee will be charged, and a catch-up session will be offered where possible.



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2. Purpose

Consistent attendance is essential to support your child's communication development and to ensure the effectiveness of the Early Years Speech Language Services at Speld QLD. Regular participation enables your child to build on their skills each week and allows us to manage service delivery and waitlists efficiently.

By accepting a regular appointment time, families are committing to attend all scheduled sessions, unless extenuating circumstances arise. We understand that this requires a significant commitment from families, and we will always aim to be as flexible and accommodating as possible to meet your needs.

If attendance becomes a challenge (for example, more than three cancellations across the package), we will work collaboratively with you to review your child's participation and determine if this is the right time to continue with the service.