



Dee Wardrop Speech Pathology Pty Ltd  
Date of last amendment: 15/06/2022

## NON-ATTENDANCE POLICY

In order to ensure we provide fair access to appointments for all of our clients, and to help us to maintain affordable services, we ask that you notify us at the earliest possible convenience if you are unable to attend a scheduled session.

**We require 24 hour's notice for all cancellations, otherwise cancellation fees may apply.**

Please note the following:

- 1) If you are concerned that you or your child may be unwell for a scheduled session, please contact us the day prior. Appointments cancelled with more than 24 hour's notice will incur no fee.
- 2) Appointments which you fail to attend or fail to notify us prior will incur a cancellation fee of the full cost (100%). Patients/carers accept liability for any additional costs incurred in reclaiming unpaid cancellation fees acquired through their own or their child's non-attendance at a scheduled session
- 3) Appointments cancelled after 9am on the day of the appointment are also liable for 100% non-attendance fees, at the discretion of Dee Wardrop Services.
- 4) It is the client/caregiver's responsibility to ensure that notification of cancellation has been satisfactorily communicated to DWSP via phone on 8376 6399 (there is a message bank so it is possible to leave a message at any time) or via email on [reception@deewardrop.com.au](mailto:reception@deewardrop.com.au)
- 5) In a large number of cases, if your child is well enough, it is possible to have appointments changed from face-to-face sessions to telehealth sessions.

We do appreciate that online sessions do not suit every client. If you are a NDIS-funded client and choose to not convert your session to an online appointment, your clinician will use the session time to complete a review of the clients file, treatment goals and the goals contained in the NDIS plan. They can also use the appointment time to assess and review the client's current needs and research some other materials that can be used in upcoming sessions. This will be billable at the usual appointment rate for the client.