



FREMANTLE SPEECH PATHOLOGY SERVICES PTY LTD

Cancellation and Non-Attendance Policy 2022

The therapists at Fremantle Speech Pathology Services are committed to providing a quality service to their clients, so as part of that commitment, they ask that appointments be attended on a regular basis. Regular attendance is essential to progress in therapy; therefore, an **80% attendance rate** across each term is required.

Starting from Term 4 2022, each client will receive two 'waivers' if they attend weekly sessions and one 'waiver' if they attend fortnightly sessions. Waivers can be used when a session needs to be cancelled later in the term or with more than 24 hours notice. **Once both waivers have been used, a 'non attendance fee' will be charged.** In the instance where a non attendance fee is charged, your therapist will spend the regular session time on the following:

- Creating and sending home practice resources for that week
- Completing any requested written documentation
- Phone consultation with parents or other involved parties

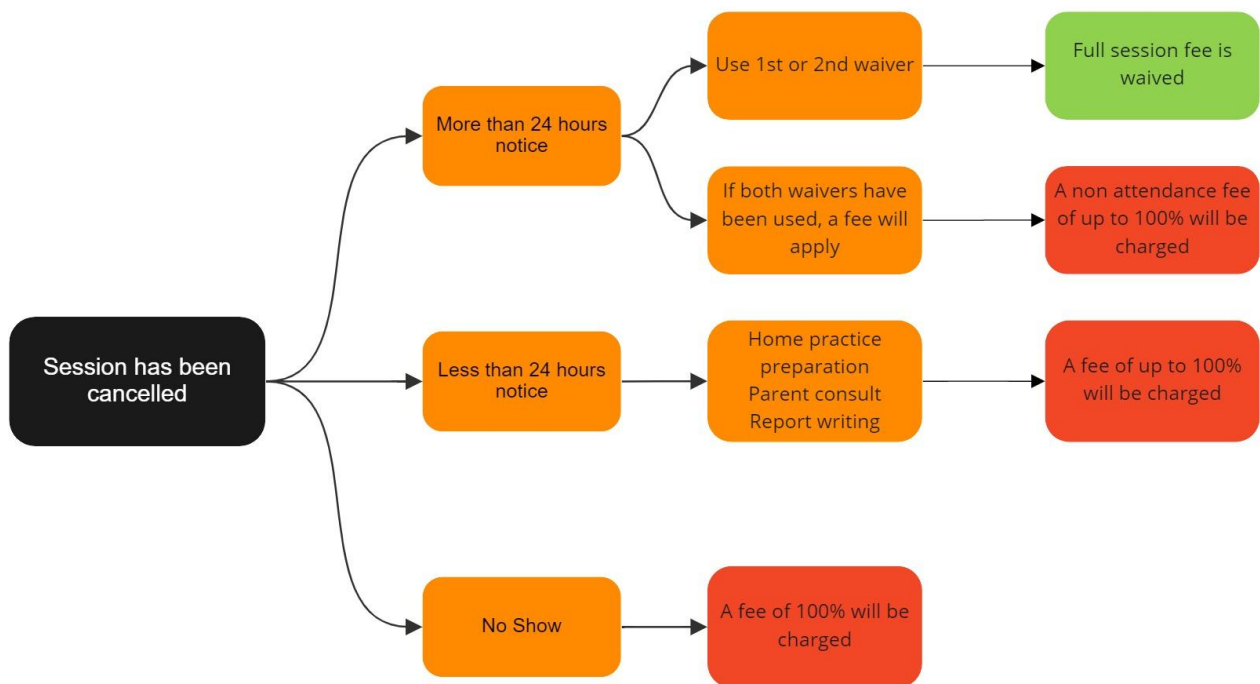
Attendance rate is calculated on a term by term basis. Your attendance rate is not impacted by public holidays, school holidays, rescheduled appointments, or cancellations initiated on behalf of the therapist.

Should attendance fall below 80%, we cannot guarantee your regular time slot.

Your appointment is an agreement for exclusive use of the therapist's time. No-shows and late cancellation fees cover the time that was held exclusively for you and the planning that your therapist undertook prior to the session.

We realise emergencies and illnesses occur - so if your child wakes up sick, please call no later than 8:00am on the day of your appointment.

Thank you for taking the time to read through this policy.



I have read the information outlined above and agree to accept responsibility for all fees related to the cancellation and non attendance policy.

- I understand that I will receive two waivers per term (one for fortnightly sessions)
- I understand that cancellations with less than 24 hours notice will incur a fee
- I understand that 80% attendance must be maintained in order to retain my regular appointment time
- I understand that no shows will incur a fee of 100%

Signed: _____ Date: _____

Parent/Guardian name: _____

Client's name: _____