

### Ascent Speech Pathology aims

- to balance client and organisational financial interests in relation to cancellations and no-shows, and
- to make all reasonable attempts to safeguard clients who no-show.

### Procedures for Cancellations

- To cancel an appointment, clients can notify Ascent Speech Pathology within the business hours of Monday - Friday 9:00am – 4:30pm on 0450 794 371.
- If your appointment is on a Monday, you are able to respond to your reminder SMS/email with NO.
- Emails/SMS will always be accepted as a form of notification.
- Where supports are cancelled with over 24 hours notice, no charge applies.
- In the event that <24 hours notice is provided or the client no-shows, Ascent Speech Pathology will charge the client for 100% of the support that would have been delivered. You will be offered a Telehealth appointment in lieu of a face-to-face if you are unwell or no-show. If you decide not to take up this option, Ascent Speech Pathology will charge the client for 100% of the support that would have been delivered.

### Holding Fees

- Clients with a pattern of 3 or more late cancellations or non-attendance, the client will be required to pay further sessions in advance. Ascent Speech Pathology then reserves the right to offer the session time to another client.
- If the client will be away for more than two sessions in a row, clients can choose to pay a holding fee of \$50.00 per absent session, to ensure their time is still available upon their return. Clients are not required to pay the holding fee; however, must be aware that their regular session time may be booked to another client.

### Special circumstances

- Charges may be waived if the client has experienced a catastrophe, e.g. emergency hospitalisation or a death in the family.
- The decision to waive the charge will be made by the Directors of Ascent Speech Pathology.

### Safeguarding and no-shows

- In the event of a no-show, the employee rostered to support the client will complete the following in sequence unless they are sure of the client's safety. Phone the client to check on their safety (if appropriate to do so).
- Notify administration who will then invoice a cancellation fee and place a hold on all further sessions until the invoice has been paid (with the exception of special circumstances).
- Please note further appointments will not be made if cancellation fees are not paid.
- Have one or more outstanding payments on your account sessions will be cancelled.

Signature \_\_\_\_\_ . Date: \_\_\_\_\_

Audit: Last Reviewed 13 April 2021