

What happens when my child cannot attend a scheduled appointment?

Please let us know by ringing our office on 0421 729 625 with as much notice as possible. Our customer support team will document the cancellation, confirm your next appointment, and let your therapist know you are unable to make it. If you call outside of business hours, please leave a message with the details of the appointment/s you need to cancel. Our customer support team will acknowledge your call as soon as possible once our clinic opens.

Can I just SMS or email my therapist directly to cancel an appointment?

Your therapy team spends most of their day supporting families in appointments and are not always able to check their phones and emails. Please only call our main office number so that we can make sure the therapist receives your message in time for the appointment.

Will I be billed if I cancel my child's appointment?

NDIS guidelines allow for billing of all cancellations made with less than 48 hours' notice.

In line with this, cancellations with more than 48 hours' will never be billed. Receiving this much notice gives us time to offer the appointment to another family or adjust our community visit timetable to minimise the impact of the cancellation.

To determine whether a cancellation with less than 48 hours' notice will be billed, we consider where the appointment was due to take place, and how many therapists are booked to see you for the appointment. Because we are sometimes able to re-book clinic-based cancellations, in the interest of fairness we have adjusted our policy to reflect that late cancellations do not always need to be billed.

Community-based appointments will be billed when **LESS than 48 hours'** notice of cancellation is received. In this case, your therapist will try to support your family within the cancellation time with a non-contact service related to your child or can offer you a phone call to discuss your child's progress or any other concerns you might have, instead.

If your appointment is replaced with a non-contact service that is shorter in duration than the appointment originally booked, Out Loud will still bill your original service.

Travel will only be billed for cancellations if we receive notice after 8.00am on the day of the appointment, as any notification after this time means your therapist will likely already be travelling by the time we receive your message.

Clinic-based appointments will be billed when **LESS than 24 hours'** notice of cancellation is received. When we are given more than 24 hours' notice, we are often able to use the time to support a family on our waitlist. If a clinic-based appointment is deemed billable, your therapist will try to support your family within the cancellation time with a non-contact service related to your child or can offer a phone call or telehealth session as an alternative.

If your appointment is replaced with a non-contact service that is shorter in duration than the appointment originally booked, Out Loud will still bill your original service.

Program review appointments may be changed to telehealth or a phone review if you are unable to come into the clinic. If not, the appointment will be billed if less than **48 hours' notice** of a cancellation is provided, for a review booked with two or more therapists. When two or more therapists are in your child's review, it becomes very

challenging to offer these appointments to families on the waitlist. Our standard cancellation policy applies for all program reviews with one therapist.

Feeding team appointments will be billed if less than 48 hours' notice of a cancellation is received. This gives us time to offer the appointment to another family on our waitlist. Any appointment cancelled with less than **48 hours' notice** will be billed as a late cancellation as per our policy.

What notice do I need to give for a Monday appointment?

Our reception phone is manned from 8.00am to 4.00pm, Monday to Friday. We have no capacity to reallocate your timeslot or adjust bookings over the weekend.

Cancellations of Monday appointments will not be billed if we receive notice of the cancellation before 10.00am on the Friday prior. Cancellations for Tuesday appointments will not be billed if we receive notice of the cancellation before 8.00am on the Monday prior.

My child has a school excursion/swimming lessons/assembly/special school event during their normal appointment time – will school let you know?

It is your responsibility to let us know if there is a school activity that means your child will not be available for their scheduled appointment. If a school lets us know about a clash in timetables we will note it, but please do not rely on your school to advise us when a school event prevents your child from attending their appointment.

How can I remember all of my appointments?

Out Loud will send you reminders by email and SMS to assist you to manage your appointment times. If you are unsure of when your child's next appointment is, please telephone 0421 729 625 so that we can confirm for you. We can also print or email you a list of your upcoming appointments. If your appointment is at school or home, our reminders will point that out for you.

I forgot to let you know that my child couldn't make their community-based appointment. What happens now?

Missed appointments will be billed in full, including the travel component, as we will have travelled to the appointment before discovering that your child is absent. If your child does not attend an appointment, we will send you an SMS asking you to contact us to confirm future appointments. If several appointments are missed, we will book a telephone meeting to discuss the challenges which may be preventing you from attending appointments.

What happens if I have to cancel several appointments in a short period of time?

When we receive multiple cancellations or non-attendances in a short period of time, we will ask to meet with you to discuss the challenges which may be preventing you from attending appointments as scheduled.

Some families may need a break from therapy for a while if there are too many things happening at home or school.

A high number of cancellations has a significant impact on the effectiveness of our therapy and sometimes suggests that therapy services may not be appropriate at this current time.

While we will support your family in taking a break from therapy, we are unable to hold regular appointment times for more than two missed sessions. You should contact us when you are ready to recommence therapy and we will

place your child on a priority waitlist. There may be a wait for a regular time slot, or for a particular therapist to become available.