

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 advise service providers to bill 100% of the agreed fee for any cancellation made with **less than 7 clear days'** notice.

Whilst Out Loud appreciates that this policy exists to provide business sustainability, we have adjusted the time frames in our policy to support families to cancel sessions penalty-free as often as possible when unforeseen changes occur.

We ask families to give us as much notice as possible when cancelling appointments so that we can try to offer support to families on our waitlist during cancelled appointments. Sessions outside of our Bunbury office are significantly harder to fill and impact on our travel sustainability.

Cancellations for appointments under 1 hour duration with one therapist

When an appointment is cancelled with **less than 48 business hours'** notice, we consider where the appointment was due to take place and how many therapists were booked to see you at the appointment. Because we are sometimes able to re-book clinic-based cancellations, we have adjusted our policy to reflect that late cancellations do not always need to be billed.

The full agreed fee for community-based appointments will be billed when **less than 48 business 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.

The travel component of a community-based session makes up part of the agreed fee.

The full agreed fee for 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 originally booked service.

Appointments with more than one therapist or longer than 1 hour duration

The full agreed fee will be billed for appointments that required multiple therapists to be in attendance, or were set to last longer than an hour if **less than 48 business hours' notice** was provided. Examples of these are program reviews, appointments with our feeding team and some assessment appointments. If you can't make it to our clinic, discuss converting your appointment to telehealth or a phone consult with our team.

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/student-free day 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 both travel components, 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 more than one appointment is 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?

Out Loud offers services on a 'block' model, where a number of sessions are booked with a specific therapist, at a specified location, in a recurring time slot. When sessions within a block are cancelled by a family, we are unable to offer a replacement session, effectively shortening your therapy block.

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 and whether the remaining sessions in the current block of service are still capable of contributing to your child's progress. 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.