

Cancellations & Failure to Attend Policy

When you make an appointment at Speak for Yourself Speech & Language Pathology, that time is reserved exclusively for you. Our small business does not double book consumers; we schedule appointments for one consumer, dedicating our resources to that consumer for that time slot.

We understand that there are times when you must miss an appointment due to emergencies or obligations for work or family. However, when a consumer cancels without giving enough notice, they prevent another consumer from being seen. Any cancellation of appointments requires notice by either party.

If you need to cancel your appointment, please call us.

A short-notice cancellation or failure to attend that is less than 2 clear business days' notice, will attract a cancellation fee of up to 90% of the agreed appointment price. This is in accordance with the NDIS Price Guide. This charge may be waived at the discretion of the owner.

Payment policy

Invoices are due no later than 3 business days after the invoice has been issued. Late payments may incur additional fees.

By participating in these services, you are agreeing to ensure payment of services delivered occurs. For self-managed NDIS participants, it is your responsibility to ensure that you have allocated adequate funds within your NDIS plan.

More information about our fees can be obtained from our fee schedule, or by speaking with the staff at Speak for Yourself Speech & Language Pathology. If payments are outstanding for services, you understand that further services (e.g. summary reports, future appointments) may not be available to you. Payments are available via EFTPOS or via bank transfer. Speak for Yourself Speech & Language Pathology reserves the right to refuse cash payments.

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