



Cancellation Policy

Abby Gander Speech Pathology is committed to providing exceptional care to all participants and families. When cancellations are made at short notice, this prevents other clients from accessing services.

To maximise therapeutic outcomes and being mindful of clients awaiting services, our policy stipulates an 80% or higher attendance rate per term to retain their regular therapy spot. 100% attendance rate for group therapy or intensive programs are required.

Within NDIS cancellation guidelines, we require 48 hours (2 business days) notice of cancellations. When 48 hours or more notice is given, there is no cancellation fee. If you cancel an appointment with less than 48 hours notice, 100% cancellation fee will be charged. If there is a suitable time been both therapist and the client, a makeup session may be offered.

To continue to be able to provide consistent services to our clients, we are unable to treat our clients if they are sick. We require our clients to be symptom free for 24 hours. If signs of illness are present in sessions, we may cease the session. This is to ensure our therapists remain well to continue to provide exceptional care.

Please sign below to acknowledge that you have read and understood our cancellation policy. Please note, therapy cannot commence until this policy has been acknowledged and agreed upon.

Client Name: _____

Parent/Carer Name: _____

Signature: _____

Date: _____