



Cancellation Policy

Understandably, we fall ill sometimes or for whatever reason are unable to attend a previously scheduled appointment. Our Cancellation policy is set out to eliminate any confusion around cancelling a scheduled appointment. The following policies apply for appointment cancellations, late arrivals and failure to attend.

If you need to cancel an appointment, please contact Little Sparrows Speech Therapy as soon as possible via phone, email or both, so that we can reschedule another appointment for you as soon as possible and avoid any late fees.

Late Cancellation of Appointments

If you are unable to attend a scheduled appointment or group session you must cancel the appointment by no later than 2:00pm the day prior to your appointment to avoid a cancellation fee of \$80 or 50% of your scheduled appointment, whichever is greater.

Please note, health insurers, Medicare and some funding providers may not cover or rebate any fees incurred by late notice cancellations or non-attendance fees.

Failure to Attend Scheduled Appointments

Failure to attend a scheduled appointment or if your child is not present when one of our Speech Therapists arrives at your home or child's school, you will be charged the full fee for that session in addition to any associated travel fees where applicable.

If you fail to attend two consecutive appointments without hearing from you, we will cancel all future booked sessions in our diary.

Late Arrival to an Appointment

To ensure an efficient service schedule we ask that you arrive promptly for your scheduled appointments - we recommend arriving 5-10 minutes prior to your appointment time. Late arrivals will still incur the full fee for the scheduled appointment. Unfortunately, we often have other appointments scheduled before and after your allotted time, so in most cases the session cannot be extended if you are late.