

FOUNDATION FIRST SPEECH PATHOLOGY

CANCELLATION POLICY

Approved By: Sarah Moran	Version 1.1
Approval Date: July 2026	Next Scheduled Review Jan 2027

Foundation First Speech Pathology Cancellation Policy

1. Introduction

This policy outlines the terms and conditions for cancellations of scheduled services provided by Foundation First Speech Pathology, in compliance with NDIS legislation, rules, code of conduct, and price guide.

2. Short-Notice Cancellations

2.1 Definition of Short-Notice Cancellation

- A short-notice cancellation is defined as a cancellation made less than 2 Business Days before the scheduled service.

2.2 Charges for Short-Notice Cancellations

- If the participant makes a short notice cancellation (less than 2 Business Days before the scheduled service), the provider will charge 100% of the agreed price for the cancelled appointment.
- If Foundation First Speech Pathology has alternate billable work to complete during the agreed appointment time, this billable work will be completed and invoiced in lieu of a cancellation fee.

3. Charges for No-Show

- If the participant fails to attend the appointment (is not at the agreed location at the time of the appointment), 100% of the appointment with travel will be charged.

4. Cancellations with Adequate Notice

4.1 Definition of Adequate Notice

- Adequate notice is defined as a cancellation made more than 2 Business Days before the scheduled service.

4.2 Charges for Cancellations with Adequate Notice

- For cancellations where the participant has provided notice more than 2 Business Days before the scheduled service, the provider will not charge a cancellation fee. An alternative appointment will be offered in the same week if possible.

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