



Cancellation and No-Show Policy

At Umbrella Speech Pathology we pride ourselves on the quality of service we provide for our clients. One way that we achieve this is by limiting the number of clients we see on any one day. We also spend considerable time and energy in preparing for your child's session well in advance. So that we can maintain the standards of our service, we have a cancellation and no-show policy in place.

Making an Appointment

Initial appointments are made via phone and will be confirmed with a welcome email shortly after. For your first appointment, and all subsequent appointments (which may be booked during your first or subsequent sessions), you will receive an SMS reminder three days beforehand to remind you.

Attending an Appointment

As we are travelling between clients, and have all clients booked at set times, being ready for the therapy session is very important. If you or your child are late/not ready, we will provide therapy for the remaining time that was scheduled, however you will be billed for the full price of the session. For example, if you are 10 minutes late to a session, we will provide services for the remaining 40minutes, however you will need to pay for the full 50minute session.

Cancellation of an Appointment

If it is necessary to cancel your scheduled appointment, and it is not an emergency situation, we require that you call, text or email us at least 24 hours prior to your appointment time. So that we can plan ahead, we ask that you advise us of your need to cancel as soon as possible.

How to Cancel Your Appointment

To cancel appointments please call, text or email your therapist directly. If you are contacting us about your cancellation outside of business hours, you may also leave a voicemail message in addition to the above methods. Even if we are unable to respond immediately, we will accept your cancellation from the time we receive it.

Reasons for Cancellation – Non-emergency

Any reason for cancellation outside of extremely adverse situations (e.g. hospitalisation) is considered a non-emergency. That means that general illness, holidays, other medical appointments, work commitments, birthday parties etc., require at a minimum 24hours notice. Please note that if your child is too unwell for school or daycare, they are likely to be too unwell to attend their speech pathology session. As we are a mobile service that travels between several different schools/daycare centres and family home each day, we ask that you show particular consideration to illness or conditions that are contagious (e.g. head lice, conjunctivitis, vomiting, diarrhoea etc.). If you or your child are unwell when we arrive for your session, we may need to terminate the session and charges still apply.

Late Cancellations and “No-Shows”

If you do not cancel your appointment with more than 24hours notice, or if you are not present when we arrive for your child's session, this will be considered a “no-show” and recorded in your child's file.

Cancellation Fees

Cancellation of appointments made with less than 24hrs notice can incur a cancellation fee of 100% of the total session cost. In some circumstances we may be able to offer you an alternative appointment time that week if there is a vacancy, and wave the cancellation fee (however this cannot be guaranteed).

Please Note: Medicare and Private Health funds cannot be used to cover cancellation fees. The NDIS does cover some cancellation fees.



Overall attendance/dismissal

Given the current demand and waiting lists for therapy services, we require families to attend at least 75% of their allocated sessions overall per term in order to continue to access a service with us. In other words, we have a cancellation limit of 25% of sessions such that if you exceed this limit, you will risk losing your ongoing therapy appointment time and may go back onto the waiting list. If this happens, you may still be able to resume services at a later time when you are able to attend consistently.