

Cancellation and Attendance Policy

Effective Date: 12/01/2026

At Kids Cubby Early Intervention (KCEI), we prepare for each of our appointments properly to ensure that each child's personalised goals are being targeted within the sessions. We also limit the number of clients that we see each week, to ensure that a quality and individualised service can be provided to each of our clients.

When you don't turn up to an appointment with us, or are required to cancel your appointment with minimal notice, three things happen:

1. We lose the time we have spent preparing for your appointment – time we could have spent helping you in another way or supporting another client.
2. We may not have enough time to reschedule another client in your appointment time, which reduces the total number of clients we can help that day.
3. We lose income, which makes it more difficult for us to invest adequately in our professional development, in session resources and ensure that the business is viable.

Appointment Bookings

KCEI book sessions in on a term by term basis. This is to allow any adjustments to be made to how service is delivered to ensure that it continues to meet your needs. This could include changes in frequency and location to occur to ensure that service remains flexible and individualised.

These sessions will be discussed and booked with the necessary person/people in relation to the session location, including but not limited to; parents, teachers, Centre Directors, etc. Parents will then receive an email from their Therapist with a list of booked appointment dates and times for the upcoming term.

A courtesy reminder email is automatically sent from our online system, Splose, 48 hours prior to the appointment. If you do not receive this email, please check your junk email folder.

Cancellations, Changes to Bookings and Failures to Attend Appointments

Cancellation fees of 100% will be incurred if you fail to attend an appointment (no-show) or if you cancel with less than 48 hours notice. This cost is charged at the hourly rate for Speech Pathology services as outlined in the NDIS Pricing Arrangements and Price Limits document. Travel costs will only be added for 'no-show' appointments where the travel has been completed prior to the Therapist



being made aware that the child would not be present. An example of this would be if the Therapist turned up to a school to complete an appointment and the child was home unwell.

If you need to cancel an appointment, you must either call, send an SMS, or send an email. If this contact occurs outside of the 48 hours prior to your appointment, no charge will be incurred.

It may be possible for the Therapist to reschedule a cancelled session. However, the reschedule must occur within the same week as the original session was booked, and is highly dependent on clinician capacity, as well as flexibility of the session location.

We understand that everyone gets sick and that your Speech Pathology session is important to you, however in the event of illness, we request you not attend your child's session. We request that anyone who will be present at the session, has been symptom free for at least 24 hours prior. This is for two reasons:

1. You put the health of your clinician at risk and may cause them to need to take time off work, resulting in many children having their Speech Pathology sessions cancelled.
2. We work with many young children, some of whom are vulnerable and/or immuno-compromised. By attending your session unwell, you put the health and wellbeing of other clients and their families at risk as well.

Note: Alternate work that you have requested will be completed in the place of a cancelled session, e.g. a report, visuals, resource development, etc.

Attendance

It is an expectation that you will make an effort to attend your scheduled sessions. We understand that things can happen that are out of your control, however if you are required to cancel 3 consecutive sessions, or have a high cancellation rate, then a conversation will be had to determine if an alternate session time would work better, or if Speech Pathology sessions just aren't a priority for your family at the moment. This may result in your child being placed back onto the waitlist.

Policy Review Date: January 2027

