

APPOINTMENT AND CANCELLATION POLICY

Making an Appointment

Appointments can be made via phone or email. Future appointments will be negotiated on the first day of service and at subsequent appointments. For appointments booked directly with Greater Geelong Speech Pathology, you will receive an automated email reminder of your appointment the day before prior to the scheduled appointment time. For appointments booked through Plantation Medical Clinic, You Yangs Medical Clinic, or Bannockburn Surgery, you will receive an SMS reminder of your appointment one day prior to your appointment.

Appointment Duration

The duration of an appointment includes face-to-face treatment time and writing of brief progress notes. As such, a 1-hour appointment may not necessarily include 1 hour of direct face-to-face treatment. We do this to avoid charging you additional fees. If you are concerned about the amount of time taken for necessary administration tasks, or would like to charge for this separately, please contact Sarah to discuss.

Travel

Therapist travel to and from appointments is charged at the hourly rate, in increments of 15 minutes, capped at 30 minutes per appointment. This is highlighted in the service agreement. Travel fees WILL be charged in the event of a “No Show” or in the event of a late cancellation.

School/Kindergarten/Day Care Visits

Some participants elect to have their visits conducted at the child’s school, kindergarten, or daycare center. Whilst it is beneficial to visit children at school, we need to ensure that families are working on therapy goals outside of school hours. As such, we request appointments with the parent and child together during school holidays, either at home or at one of the medical clinics, to discuss progress and ongoing monitoring and evaluation of skills. We also request attendance at a minimum of one PSG meeting at school, to allow us to plan and communicate effectively with parents and teachers. If you are unable to accommodate these appointments your child may not benefit from school visits, and alternate arrangements for therapy appointments should be made.

Cancellation of an Appointment

If it is necessary to cancel or reschedule your appointment we ask that you call us at least 24 hours prior to your appointment time. Cancellations made less than one (1) full business day prior to the appointment will incur a 100% cancellation fee. As per NDIS guidelines, there is no limit on the amount of cancellations charged per plan. We understand that from time to time an urgent or unpredictable event such as illness or a family situation may make it impossible to cancel your appointment more than 24 hours prior, and in these rare instances as much notice as you can

provide is appreciated. If, however, late cancellations became a pattern, we will discuss this with you and perhaps amend our initial service agreement.

When to Cancel an Appointment

Staff, as well as parents and clients, should play an active role in minimising the spread of illness at Greater Geelong Speech Pathology. Parents should notify Greater Geelong Speech Pathology when they or their child is ill, or diagnosed as having an infectious disease, and by keeping the child home until they are well and all period of exclusion are adhered to.

Common Illnesses and Exclusion Periods

Vomiting/Diarrhoea - 48 hours since their last bout of vomiting or diarrhoea

High Temperatures / Fevers – 48 hours since fever subsided

Head Lice - Head lice should be treated at home and the client should not attend GGSP until all head lice and eggs have been removed; usually after 7 days and multiple treatments.

Conjunctivitis - Exclude until discharge from the eyes has stopped

Hand, foot and mouth disease - Exclude until all blisters have dried

Influenza or influenza-like illnesses - Exclude until person is well.

Varicella (chickenpox) - Exclude until all blisters have dried.

Client consideration regarding all such health matters will contribute immensely to the maintenance of a healthy environment for all Greater Geelong Speech Pathology staff and clients.

How to Cancel Your Appointment

To cancel appointments please call or text Sarah directly on 0402 594 293. If unattended, you can leave a voicemail message regarding the reason for cancellation and request to reschedule the appointment. Cancellation via email is not an acceptable form of communication. Cancellations must be made by the participant, parents or guardians. Cancellations by a teacher will not be accepted.

No-Show Policy

A no-show is someone who misses an appointment without providing notice. No-shows inconvenience other individuals who require speech therapy services in a timely manner. A failure to present at the time of a scheduled appointment will be recorded in the client's notes as a no-show. No-shows will be billed to the family at 100% of the scheduled therapy fee. Multiple no-shows may result in the temporary suspension of services.

Feedback and complaints

Greater Geelong Speech Pathology encourages and welcomes all feedback. A complaint is a serious dissatisfaction with some aspect of service you receive. If you have a concern or you are not satisfied with any aspect of the support service provided, please do not hesitate to raise your

complaint with us. It is your right to engage an advocate to assist you with lodging a complaint. All complaints are dealt with fairly and equitably. Our complaints and feedback form can be found on our website, www.ggsp.com.au . If you are not satisfied or do not want to talk to Sarah, you can contact the National Disability Insurance Agency by calling 1800 800 110, visiting one of their offices in person, or visiting ndis.gov.au for further information. Alternatively, you can contact Speech Pathology Australia by calling 1300 368 835, or by visiting their website www.speechpathologyaustralia.org.au for further information.

PLANTATION MEDICAL CLINIC

14 Plantation Rd, Corio 3214
5274 9988

YOU YANGS MEDICAL CLINIC

45 Walkers Rd, Lara 3212
5282 2999

BANNOCKBURN SURGERY

16 High Street, Bannockburn 3331
5281 1481