



Sea S.A.L.T.

Speech And Language Therapy

Sea S.A.L.T. Speech Pathology

Sea S.A.L.T. Speech Pathology Cancellation & Payment Policy

Policy Scope

This document outlines the Cancellation and Payment Policy for services provided by Sea S.A.L.T. Speech Pathology. This policy applies to all appointments and operates alongside, but separately from, any Service Agreement in place. By booking or attending an appointment, families acknowledge and agree to the terms outlined in this policy.

Commitment to Service

Sea S.A.L.T. is committed to providing consistent and reliable services. To ensure fairness to all families and to comply with best practice guidelines, the following policy applies to all bookings.

Notice Period

To avoid cancellation fees, at least 48 hours notice must be provided before your scheduled appointment time. Notice must be given via email with the headline being the child's full name and date/time of the scheduled appointment.

Email: cancellations@seasaltspeechpathology.com

If sufficient notice is given, no fee will apply.

Short-Notice Cancellations

A short-notice cancellation occurs when less than 48 hours notice is provided.

- Cancellations between 24–48 hours = 50% of the session fee will be charged.
- Cancellations within 24 hours = 100% of the session fee will be charged.

Short-notice cancellation fees apply where the appointment time cannot be filled.

No-Show Appointments

If you do not attend your appointment and no notice has been provided, this is considered a no-show. No-shows are charged at 100% of the session fee in line with industry best practice standards for short-notice cancellation rules.

Use of Late Cancellation Time

Where a full fee applies (within 24 hours or no-show), families may request in writing that the scheduled time be used for:

- Report writing
- Therapy planning
- Program development
- Resource preparation
- Documentation

This must be requested in writing and may be provided where clinically appropriate.

Regular Appointment Times & Extended Leave

Regular weekly time slots are in high demand. If more than two consecutive appointments are cancelled or missed, Sea S.A.L.T. reserves the right to review and reallocate that time to another family unless otherwise

agreed in writing. If you will be away for an extended period (two weeks or more), your regular appointment time may be offered to another family.

Should you wish to maintain your time allocation, we can discuss appropriate options to utilise that time in a way that continues to support your child's therapy goals, where clinically appropriate and permitted under funding guidelines.

Attendance and Duty of Care

For participants funded through the National Disability Insurance Scheme (NDIS), consistent attendance is essential to ensure therapy remains effective, clinically appropriate and aligned with NDIS practice standards. Where six or more cancellations, short-notice cancellations, or non-attendance events occur within a four-month period, Sea S.A.L.T. may initiate a review of therapy services and appointment allocation.

As part of our professional duty of care and ethical obligations as registered health professionals, the following actions may occur:

- Review of therapy goals and engagement
- Discussion with the participant, family or carers regarding service suitability
- Consultation with the participant's NDIS Plan Manager, Support Coordinator or relevant NDIS contact where appropriate

This review process ensures that therapy remains in the participant's best interests and that NDIS-funded supports are being used effectively and appropriately. Where ongoing attendance concerns remain, Sea S.A.L.T. reserves the right to review, adjust, or discontinue the therapy schedule.

Initial Appointments & Assessments

To secure an initial appointment or assessment, 50% of the session fee will be charged in advance.

If cancellation occurs outside the required notice period, applicable cancellation fees will apply as outlined in this policy.

Advance payments are non-refundable unless cancellation occurs with sufficient notice.

Payment Responsibility by Funding Type

NDIS-Managed Participants: Claims will be submitted directly to the NDIA in accordance with current NDIS Pricing Arrangements.

Plan-Managed Participants: Invoices will be issued to the nominated plan manager in line with the service agreement.

NDIS Self-Managed & Private Clients: Invoices are payable within 48 hours of issue unless otherwise agreed.

Mandatory Card on File

To maintain consistent and reliable service delivery, Sea S.A.L.T. requires a valid debit or credit card to be securely stored on file for all private clients and NDIS self-managed participants.

This card may be used to process:

- Scheduled session fees
- Short-notice cancellation fees
- No-show fees
- Outstanding balances
- Initial appointment holding fees

Provision of card details is a condition of ongoing service for private and self-managed participants.

Credit Card Pre-Authorisation

By providing card details, you authorise Sea S.A.L.T. Speech Pathology to securely store the nominated payment method and process payments in accordance with this policy.

A pre-authorisation may be applied to the nominated card to confirm that the payment method is valid and active. This may appear as a temporary hold placed by the payment provider and is not a charge.

All card information is stored securely through our authorised payment provider. Sea S.A.L.T. does not store or have direct access to full card details.

Authorisation to Charge

By booking or attending services with Sea S.A.L.T., you authorise us to charge the stored payment method for:

- Services delivered • Short-notice cancellation fees • No-show fees • Any unpaid invoices
- Initial appointment holding fees where applicable

All charges will be processed in accordance with this Cancellation & Payment Policy.

Outstanding Accounts

If payment is declined or remains outstanding:

- Future appointments may be paused • Regular appointment times may be reviewed
- Services may be suspended until accounts are finalised

Sea S.A.L.T. reserves the right to suspend services where accounts are not kept up to date.

Outstanding cancellation fees must be paid before further appointments are confirmed.

Agreement

By booking or attending appointments with Sea S.A.L.T. Speech Pathology, you acknowledge that you have read, understood and agree to this Cancellation & Payment Policy.

This policy operates independently of any Service Agreement and applies to all scheduled appointments.