

## Policy Overview

To ensure evidence based care with quality resources, payment for all speech pathology services must be received within 24 hours after your scheduled appointment. If payment is not received, sessions may be placed on hold and services terminated.

## Payment Requirements: Self Managed NDIS participants

- Payment for each session must be received within 24 hours after the scheduled appointment.
- Accepted payment methods include cash or debit card via a secure SMS from 'Tyro Health Online'.
- If payment is not received within the 24 hour window, your child's future appointments will be placed on hold and therapy will be paused until payment is received.
- If an assessment report is required, payment is to be made prior to Chat-A-Box Speech Therapy PTY LTD providing the document. The cost of an assessment report is calculated based on the number of hours taken to complete.

## Payment and Cancellations/Non Attendance: All NDIS participants

- The full appointment fee will apply if appointments are cancelled under 24 hours due to short notice. Chat-A-Box Speech Therapy PTY LTD will endeavour to reschedule the appointment as soon as possible.
- Appointments can be rescheduled if your child is unwell,
- The full appointment fee will apply if the clinician attends the appointment location and your child is not present or is not permitted to attend the session by the facility (eg. at school, preschool, daycare or home).

## Consequences of Non Payment: Self Managed NDIS participants

- If payment is not made within 24 hours of the scheduled appointment, therapy appointments will be placed on hold and services terminated.
- Your child's appointment slot will then be held for an additional 48 hours until payment is received.
- Speech therapy will resume only after payment is received and a new appointment is scheduled, based on the clinician's availability.
- Delayed payment may result in rescheduling difficulties, we cannot guarantee availability for the originally appointment time. Your child may be placed on the waitlist.

Note: An individual service agreement will be provided for plan managed NDIS participants.

## Payment Exceptions: Self Managed NDIS participants

If you anticipate difficulty meeting the 24 hour payment window, please contact Chat-A-Box Speech Therapy PTY LTD as soon as possible. Chat-A-Box Speech Therapy PTY LTD is happy to discuss individual circumstances and may offer flexibility if needed, but this must be arranged before the appointment.

By adhering to this policy, Chat-A-Box Speech Therapy PTY LTD can ensure your child receives timely and professional services to all clients.