



Cancellation Policy

Grow Connections Speech Pathology limits the number of clients seen on any one day and the therapist prepares for your session well in advance to ensure a high-quality service, for all our clients. Speech pathology services are in high demand, therefore a cancellation policy is in effect to ensure we can maintain our service standards.

Appointments & Cancellation

All appointments are booked with your therapist, and a reminder email is sent to you three days before each booked session.

If you need to cancel an appointment, please call, text or email us at least 48 hours ahead of time.

If you are calling us outside of business hours, please leave a voicemail message to confirm your cancellation, and this will be accepted at the time of message.

Start/Early Finish of Appointments

Your appointment time is booked exclusively for you, and it is important that you are ready for the session. If you or your child are late/not ready, we will provide therapy for the remaining time scheduled, however you will be billed for the full length of the session.

If an appointment finishes early at the request of the parent/caregiver or client, the full session fee will be charged. If possible, we will endeavour to use the remaining time for non-contact work (e.g. resources, phone calls, report writing).

Late Cancellation and No Shows

If you do not provide 48 hours notice of cancellation, this is considered a 'Late Cancellation'. A late cancellation is used for any non-emergency situation, such as general illness, holidays, other appointments, or work commitments.

Late Cancellations will incur a cancellation fee of 100% of the total session cost.

If you are not present for your session on arrival, this will be considered a 'No Show'.

'No Show' will incur a fee of 100% of the total session cost, including any travel fees applicable to your location.

We understand that at times children can become unwell within the 48-hour notice period. Please contact us as we may be able to provide a telehealth session instead, complete non-contact work (e.g. report writing or individual resource creation), or offer an alternative appointment in the week if there is a vacancy (however this cannot be guaranteed).

Therapy services are in high demand. If late cancellations or non-attended appointments become a regular occurrence, you will risk losing your ongoing therapy appointment time and may go back onto the waiting list.

Please note: Medicare & Private Health funds are unable to be used to cover cancellation charges. The NDIS will cover some cancellation fees.

In accessing the services provided by Grow Connections Speech Pathology, you are agreeing to the described Cancellation Policy conditions. If you have any further questions, please contact Grow Connections Speech Pathology at admin@growconnections.com.au or 0478 900 799.