

CANCELLATION POLICY

1. Objectives & Background

LITTLE MOUTHS MATTER is committed to providing the best service in a timely manner. We aim to accommodate your needs. Unfortunately, when a client cancels without giving adequate notice, it prevents another client from being served. This cancellation policy is used as a way of respecting the time commitment of all involved. It explains the process for requesting a cancellation and the fees applicable. This policy is used in fairness to both our business and the clients who would otherwise have wanted an appointment. We are implementing a straightforward cancellation policy for our NDIS-funded services to be upfront about all the costs you may face when engaging our services.

2. Compliance with NDIS Regulations

LITTLE MOUTHS MATTER's Cancellation Policy is compliant with the regulations and definitions set out by the National Disability Insurance Agency (NDIA) in the National Disability Insurance Scheme (NDIS) Terms of Business for Registered Providers and the NDIS Pricing Arrangements

3. Definitions

3.1. Adequate Notice Cancellation

Cancellation with more than five (5) clear business days' notice.

3.2. Short Notice Cancellation

A cancellation is a short notice cancellation if the participant:

- i. does not show up for a scheduled support within a reasonable time, or is not present at the agreed place and within a reasonable time when the provider is travelling to deliver the support; or
- ii. has given less than two (2) clear business days' notice for a support that meets both of the following conditions:
- iii. the support is less than 8 hours continuous duration; AND
- iv. the agreed total price for the support is less than \$1000; or
- v. has given less than five (5) clear business days' notice for any other support.

3.3. No-Show

Non-attendance for scheduled delivery of supports without notice. This includes services delivered through digital means.



4. Cancellation Process

4.1. Cancellations

- a) To cancel an appointment, clients can contact the office of the appropriate LITTLE MOUTHS MATTER centre within business hours. You may cancel an appointment by contacting us by:
 - (i) phone 0477 449 548; or
 - (ii) email hannah@littlemouthsmatter.com.au.
- b) Where LITTLE MOUTHS MATTER cancels as the service provider, no charge is made to either the participant or to NDIS.
- c) Where a client is unable to participate in a virtual session due to technical difficulties on their end, they must contact the therapist either by phone or email to outline technical difficulties and the need to reschedule appointment.

4.2. Providing Notice

- a) Where the participant cancels with adequate notice, no charge applies.
- b) Where the participant cancels with short notice or no-shows, LITTLE MOUTHS MATTER is able to charge 100% of the scheduled fee, pursuant to the NDIS Pricing Arrangements.
- c) Wherever possible, LITTLE MOUTHS MATTER will charge the relevant funding body directly. If the funding body rejects the cancellation payment for any reason, the client will be charged directly as above.

4.3. NDIS Funded Services

- a) Pursuant to the NDIS Pricing Arrangements, LITTLE MOUTHS MATTER can charge 100% of the agreed session fee to the client's NDIS plan for each booking in the event of a short notice cancellation or a no-show. This applies for the following NDIS-funded services: Speech Pathology; therapy.
- b) Where the NDIA does not permit charges against the NDIS plan, the customer will be personally invoiced in accordance with clause 4.2.

4.4. Exceptional Circumstances

We understand that plans may change due to uncontrollable and external circumstances. Missed appointments can be unintentional or may stem from an emergency, etc. Therefore, cancellation due to such circumstances will not incur a cancellation fee. Having cancellation fees waived require approval from LITTLE MOUTHS MATTER.

4.5. No-Show Procedure

In the event of a no-show, the employee scheduled to support the client will make every reasonable attempt to contact the client to determine if there are any special circumstances affecting that client.



5. Questions

Our business firmly believes that a good client and business relationship is based upon mutual understanding. Questions about our cancellation policy should be directed to 0477 449 548.