



Kids Spot Engagement and Cancellation Policy - April 2023

Speech Pathologists at Kids Spot will always endeavour to make your child's sessions as enjoyable and rewarding as possible. We are committed to using proven techniques in our therapy and providing a professional and connected approach while working with your child.

Our goal is for your child to achieve their goals in the fastest manner possible. Ultimately this means you save not only money but precious time. We aim to support your family to achieve your goals in a range of ways. In order to do this, we ask that you read the following terms of engagement with Kids Spot:

- At the beginning of each term, your therapist will provide you with a Family Management plan (therapy goals). This will be reviewed and amended at the end of each term during the school holidays with your collaboration as part of a family session (via phone call, Telehealth or Face to Face)
- We encourage all parents to be active and engaged participants in their child's therapy process. This ensures faster and more consistent progress.
- In order to get the most out of sessions, we strongly encourage 100% attendance.
- If and when attendance falls below 90%, we will connect with you to check that the time slot offered is the most convenient.
- Your child's speech pathology sessions should remain a priority to ensure they are able to get the most out of the sessions.
- Please refrain from booking other appointments during your session time.
- All appointments continue through the school holiday period and attendance is expected throughout the school holidays. We know that non-attendance results in a regression of skills.
- We are unable to hold session times for more than 2 weeks. Please be mindful of this when planning a lengthy holiday.
- Your session time is a rolling WEEKLY appointment. If we do not receive a response to the confirmation text, we will assume that you are coming to the appointment and therefore it is subject to the cancellation policy.
- We have a strict 24 hour cancellation policy. If you cancel your appointment WITHIN 24 hours you will be charged the full fee AND offered an optional alternative service. Your Speech Pathologist can complete one of the following as part of your child's care plan:
 - A Telehealth or phone based consultation with you or your family
 - An extra session scheduled later in the week or the following week
 - Create a short video, activity, or game that you can use at home to ensure ongoing practice is maintained
- Failure to attend a scheduled session will be charged the full fee without the above services provided.
- If your therapist is sick, you will not be charged and we will endeavour to let you know as soon as possible.

By engaging in services at Kids Spot, you agree to the terms and conditions of the Kids Spot Engagement and Cancellation Policy.