

MHSP Cancellation Policy 2025

Mary Hughes Speech Pathology (MHSP) is committed to providing high quality services to our clients. To reach intervention goals, regular attendance is necessary. When commencing services with MHSP, goals for the sessions and review meetings to support you/ your child will be discussed with a recommended plan and schedule to meet your goals. We shall then write a "Service Agreement" with you, to be signed with your consent. These sessions will then be booked into the clinician's schedule and the schedule of appointments shared with you.

Missed sessions or missed attendance at the scheduled appointments will likely impact upon progress towards therapeutic goals. Should illness, holiday plans or other commitments prevent you from attending scheduled appointments, we ask that you **inform Jo at reception or contact MHSP Admin on (07) 5679 2907 or 0480441105 or via the email: admin@maryhughesspeechpathology.com**

A "Short Cancellation" (less than 48 hours notice) or a non-attendance will incur 100% of the scheduled fee, if we are unable to reschedule the session within the week of the session being previously-booked. **MHSP's policy requires 48- business hours (8am-5pm, Monday-Friday) notice to cancel appointments.**

Should you need to cancel a session last minute due to illness or other unforeseen circumstance, our clinicians will always be available for a Telehealth session or a parent goal-setting session. If time is available in the diary for a make-up session that week, this will also be offered. If none of these options suit, the clinician will send through the session as planned for homework to carry through the practice until the next session.

A repeat cancellation or failure to attend may result in a review of the services offered.

Thank you for your understanding with this as we work towards achieving the therapy plan goals.

Please feel free to discuss this with Mary Hughes at any time.
Mary and The MHSP Team

*** The NDIS guidelines states that a late cancellation invoice can be issued for notification of cancellation less than (2) business days notice for support M-F 8am-5pm.**
From the NDIS Price Guide (page 23 of 97) - NDIS Pricing Arrangements and Price Limits 2024 – 2025.
Where a provider has a Short Notice Cancellation (or a no show), they are able to claim 100% of the agreed fee associated with the activity from the participants plan, subject to the NDIS Pricing Arrangements and Price Limits and their terms of the Service Agreement with the participant.