

What happens when my child cannot attend a scheduled appointment?

Please telephone Out Loud on 0421 729 625 to cancel your appointment, with as much notice as possible so that we can seek an alternative service for your child or offer your timeslot to a family on our waitlist. Our customer support team will document the cancellation, confirm your next appointment, and let your therapist know you are unable to make it. If you call outside of business hours, please leave a message with the details of the appointment/s you need to cancel or email info@outlouddevelopment.com. Our customer support team will acknowledge your cancellation as soon as possible once our clinic opens.

Should I just SMS or email my therapist directly to cancel an appointment?

Your therapy team spends most of their day supporting families in appointments and are not always able to check their phones and emails. Please only contact our Customer Support team so that we can make sure the therapist receives your message in time for the appointment.

Will I be billed if I cancel my child's appointment?

NDIS guidelines advise service providers to bill 100% of the agreed fee for any cancellation made with less than 7 clear days' notice.

Whilst Out Loud appreciates that this policy exists to provide business sustainability, in recognition of the unpredictability of life, we have adjusted the time frames in our policy where possible, to support families to cancel sessions penalty-free as often as possible. Billing is according to the details below.

When a family needs to cancel an appointment and the notice provided is not sufficient to avoid billing, therapists will do their best to provide an alternate service. When a canceled appointment was scheduled to take place at our clinic, therapists still have our full resources at their disposal, and could convert the session to a telehealth session, telephone call with parents, creation of a visual or home program or report writing, when appropriate. Telehealth is not a viable option when therapists are on the road. Families can discuss alternative services with our team at the time that they cancel their appointment.

Cancellation of a therapist's appointment

For any appointment with a therapist, regardless of location, the full agreed fee will be charged if less than 48 business hours' notice is provided. Consider requesting a telehealth appointment, phone call or non-contact service if your cancellation is billable.

As therapists quarantine time in their diary to travel to and from community appointments, the agreed fee is the cost of the session plus any travel fee.

Cancellation of an Allied Health Assistant's appointment

Allied Health Assistants cannot be as easily re-tasked as a therapist and cancellations have a big impact on their schedule. For any appointment with an Allied Health Assistant, regardless of location, the full agreed fee is charged if less than 7 days' notice is provided.

The agreed fee is the cost of the session plus any travel fee.

What notice do I need to give for a Monday appointment?

Our reception phone is manned from 8.30am to 4.00pm, Monday to Friday. We have no capacity to reallocate your timeslot or adjust bookings over the weekend.

Cancellations of Monday appointments will not be billed if we receive notice of the cancellation before 10.00am on the Friday prior. Cancellations for Tuesday appointments will not be billed if we receive notice of the cancellation before 8.00am on the Monday prior.

My child has a school excursion/swimming lessons/assembly/special school event/student-free day during their normal appointment time – will school let you know?

It is your responsibility to let us know if a scheduled school activity means your child will not be available for their appointment. Please do not expect that we will already be aware of such events and cancel your appointment as soon as you become aware of any clash.

How can I remember all of my appointments?

Out Loud will send you reminders by email and SMS to assist you to manage your appointment times. If you are unsure of when your child's next appointment is, please telephone 0421 729 625 to confirm. Out Loud can also print or email you a list of your upcoming appointments for you to put on the fridge or enter into your diary. If your appointment is at school or home, our reminders will point that out for you.

I forgot to let you know that my child couldn't make their appointment. What happens now?

Typically, your therapist will try to telephone you within your appointment time - please note that the phone call may come from a private number. If your therapist cannot reach you, you will receive an SMS from our Customer Support team asking you to contact us to confirm future appointments. Please do not reply by text. If more than one appointment is missed, we will book a telephone meeting with your Key Worker to discuss any challenges that may be hindering attendance. Missed appointments are billed in full, including any travel components.

What happens if I have to cancel several appointments in a short period of time?

Out Loud offers services on a 'block' model, where a number of sessions are booked with a therapist at a specified location, in a recurring time slot. When sessions within a block are canceled, we are unable to offer replacement sessions, effectively shortening the therapy block.

A high number of cancellations has a significant impact on the effectiveness of therapy and sometimes suggests that therapy needs to give way to other priorities. When we receive multiple cancellations or non-attendances in a short period of time, we will ask to meet with you to discuss the challenges which are preventing regular attendance and make a decision about whether to continue the block or take a break.