

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 appointment time to a family on our waitlist. Our Customer Support team will document the cancellation, confirm your next appointment and let your therapist know that 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 email inboxes between appointments. In addition, many Out Loud therapists work part time and are not required to check their messages on non-work days. Please only contact our Customer Support team on 0421 729 625 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 2 clear business days' notice, and this is the guideline Out Loud has adopted.

When the notice provided is not sufficient to avoid a cancellation fee, therapists will do their best to provide an alternate service. Families should discuss alternative services with the Customer Support team at the time that they cancel their appointment.

Therapists have Out Loud's full resources at their disposal when appointments are at the clinic, so cancelled sessions can be converted to a telehealth session, telephone call with parents, creation of a visual or home program, or progress report writing, if the timing is right for it. Some of these options, including telehealth, are not viable options when therapists are on the road.

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 applicable travel fee.

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

Out Loud's reception phone is manned from 8.30am to 4.00pm, Monday to Friday. We have no capacity to reallocate your appointment or adjust bookings over the weekend and count only business days when considering the notice period of a cancellation. This means that Monday appointments must be cancelled by Wednesday or Thursday to be fee free, depending on the time of the appointment. Out Loud will count back 48 business hours from the time of notification to determine if a cancellation fee is applicable.

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?

No, the school will not convey these messages to Out Loud. 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 appointments. 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 calendar. If your appointment is at school or home, the reminder 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 cancelled, 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.