

Flying Start Children's Therapy - Appointments, Engagement and Cancellation Policy

At Flying Start Children's Therapy, we aim to provide consistent, high-quality therapy for children and families. We value strong partnerships with families and work collaboratively to support children's development.

Children make the greatest progress in therapy when the important adults in their lives are involved and strategies can be supported across the environments where they live, learn and play.

This policy outlines how appointments, cancellations and non-attendance are managed at Flying Start.

Booking Appointments

When you book an appointment with Flying Start, a dedicated time is set aside for your child with their therapist. This time includes preparation, therapy delivery and follow-up work to support your child's goals. Because this time is reserved specifically for your child, we ask families to provide adequate notice if an appointment needs to be changed so that the time can be offered to another child who may be waiting for support. Details of our current fee schedule are provided in your welcome email.

Appointment Reminders

Appointment reminders are sent via SMS and/or email two days prior to your scheduled appointment. These reminders are provided as a courtesy and may assist families in managing their schedules. If helpful, we can provide an appointment schedule showing the dates and times of upcoming sessions.

Cancelling or Changing an Appointment

Families may cancel or change an appointment at any time by:

- **contacting their therapist by phone or SMS**
- contacting our Client Services Team on **03 5264 7430**
- emailing **enquiries@fsct.com.au**

We understand that sometimes you may need to cancel or change appointments. This policy helps us manage our schedule and ensure therapy times remain available so we can continue supporting children and families who need our services.

- **More than 2 business days' notice** – No cancellation fee applies.
- **Less than 2 business days' notice** – If the appointment cannot be filled, the full scheduled session cost will be charged including any scheduled travel.
- **No notice / Did Not Attend** – The full scheduled service cost will be charged including any scheduled travel and kilometres.

Business days refer to Monday to Friday and do not include weekends or public holidays. For example, if your appointment is on Monday, cancellation must occur before the end of the day on Thursday to avoid a cancellation charge.

These fees are consistent with the NDIS Pricing Arrangements and Price Limits cancellation guidelines.

Where possible, Flying Start Children's Therapy will make reasonable efforts to offer the appointment time to another client before a cancellation claim is made. However, due to the ongoing nature of therapy programs and scheduled appointments, it is often difficult to fill appointments at short notice.

Where appropriate, we will offer an alternative service such as a telehealth session or parent consultation so that the allocated time can still be used to support your child.

Therapists will also offer or complete alternative work in lieu of the cancelled session, such as:

- liaison with teachers or other therapists
- development of therapy resources
- updating therapy goals
- assessments
- report writing
- updating the Family Service and Support Plan

Special Circumstances

We understand that unexpected situations occur. In exceptional circumstances, cancellation fees may be waived at the discretion of Flying Start management.

If Flying Start Needs to Cancel

If we need to cancel an appointment (for example due to therapist illness), we will notify you as soon as possible.

Group program of supports sessions

Group programs are delivered as a Program of Supports and run for a set number of sessions. When you enrol your child in a group program, a place in the group is reserved for them for the duration of the program.

If your child is unable to attend a group session, the scheduled session cost will still apply as the place in the group has been reserved and the session cost cannot be redistributed to other families.

If your child is unable to attend a session, please contact our Client Services Team on 03 5264 7430 as early as possible so we can inform the therapist.

The full Program of Supports fee is payable even if sessions are missed, as places in group programs cannot usually be filled at short notice. As a result, we are unable to offer refunds or make-up sessions for missed sessions.

If you need to withdraw from a Program of Supports, two weeks' notice is required so that the place can be offered to another family where possible.

If a session is cancelled by Flying Start Children's Therapy due to therapist illness or other circumstances, a make-up session will be offered where possible. If a make-up session cannot be arranged, the session fee will be refunded.

When you or your child is unwell

If you or your child is unwell or cannot attend in person, we will often offer alternative options such as:

- telehealth (video session)
- phone consultation
- parent coaching
- communication with teachers or other professionals
- development of therapy resources
- updating goals or therapy plans
- scoring assessments or report writing
- updating the Family Service and Support Plan

These options allow therapy progress to continue even when a face-to-face session is not possible.

Missed Appointments and Safety Checks

If a participant does not attend a scheduled appointment and we have concerns about their safety or wellbeing, our staff may take reasonable steps to check on them. This may include attempting to contact the participant, their parent/guardian, or their nominated emergency contact.

Arriving on Time

Please arrive on time for appointments. Due to scheduling requirements, therapists are generally unable to wait longer than **15 minutes** for late arrivals.

If you arrive late, the session will still finish at the scheduled time and the full session fee may apply.

For group programs, families are expected to collect children at the scheduled finish time. Additional supervision may incur additional charges.

High-Demand Session Times

Early morning and after-school appointments are popular and limited. These sessions are not permanently allocated and may be reviewed from time to time to support access for all families.

Continuity of Therapy

Regular attendance helps children make meaningful progress in therapy.

If appointments are frequently cancelled or there is limited engagement with therapy, we may review whether the current therapy schedule continues to meet your child's needs.

In some situations, services may be paused or ended where there has been:

- three consecutive cancelled appointments
- three cancellations within five scheduled sessions
- extended periods without engagement in therapy

Consistent therapy often leads to better outcomes for children and helps ensure access to services for families on our waiting list. Where possible, we will discuss any concerns with you and explore options before making changes to therapy arrangements.

Parent and Caregiver Engagement

Flying Start values strong partnerships with families. Children make the greatest progress in therapy when the important adults in their lives are involved and strategies can be supported across the environments where they live, learn and play.

Most learning and progress happens between therapy sessions as strategies are used in everyday routines at home, school and in the community. Therapy works best when parents, caregivers and educators are part of the process, not just observers.

Where possible, we encourage parents or caregivers to participate in therapy sessions. If that is not possible, we encourage regular check-ins via phone, telehealth or in person to discuss progress, goals and strategies.

For children seen at daycare, kindergarten or school without a parent present, families will be asked to participate in at least one consultation or check-in with the therapist each school term/quarterly.

Parent coaching is also available as part of therapy, supporting caregivers to build confidence in using strategies that help their child participate and thrive in everyday activities. This approach aligns with the NDIS focus on building family and caregiver capacity.

We recognise that families have different schedules and circumstances and will work with families to find practical ways to stay connected. If regular opportunities for communication and collaboration are not possible, the therapy team may review whether the current therapy approach continues to best support the child's goals.

Health and Safety

All clients and visitors must follow health and safety guidelines at our premises. Families must comply with reasonable requests from our team relating to infection control, safety, or the wellbeing of staff and other clients.

All clients and visitors must follow health and safety guidelines at our premises. Families are expected to follow reasonable requests from our team relating to infection control, safety, and the wellbeing of everyone attending.

If sessions are delivered in your home or community setting, we may contact you beforehand to confirm that the environment is safe and appropriate for our staff to attend.

Policy Updates

This policy may be updated from time to time. The most recent version is available on our website or can be obtained from our Client Services Team.

If you have any questions about appointments, engagement or cancellations, please contact our team. We are always happy to work with families to find solutions that support children's participation in therapy.

Version: Final V3 12 March 2026