



Therapy Break Policy

The therapy break policy applies where more than 2 sessions are canceled in a row. As this is an extended break, we want to ensure we can give other families the opportunity for therapy while also holding your child's ongoing appointment time. For this reason, we require you to take a break of 5 sessions.

In order for us to hold your space until your return, we do require a payment in advance for your child's first session back. This deposit will need to be paid at least two weeks prior to your final appointment. This deposit will be applied to your first session back and no payment will be required on that day. You will be able to claim your session back from NDIS after the session as per usual. However, please note also that the normal cancellation policy for this appointment does not apply and the deposit will be forfeited if you do not attend your first session back. If you decide that you want to cancel all ongoing appointments two weeks prior to your intended therapy break, your deposit will be refunded.

If you don't want to pay the deposit in advance, we won't be able to hold your ongoing appointment time. In this case, we can put your child back on the review register when you return and they can be seen by their therapist casually until a permanent space becomes available again.