

### Cancellation Policy

We require parents to give a minimum of 24 hours notice if they intend to cancel an appointment. If at least 24 hours notice is not given then it makes it very difficult for that time slot to be filled by another child. Because vacant appointment times result in expense to Literacy Care a cancellation fee equivalent to the consultation fee will be charged.

We understand that if a child or parent is ill it may not be possible for 24 hours notice to be given. However our costs still have to be covered so an account equivalent to the fee of the consultation will be issued.

If 24 hours or more notice is given then a fee will not be charged.

**Please Note:** If the child becomes a 'frequent non-attender' then intervention will be discontinued.

### Discontinuation Policy

From time to time and for different reasons it becomes necessary to discontinue intervention. This policy describes those reasons and what happens when it is necessary to stop services.

There are two broad reasons why intervention may discontinue:

1. Non Attendance. This includes not attending or arriving more than 30 minutes late
2. Commitment Difficulties

#### ***Non Attendance***

Usually non attendance is for legitimate reasons such as illnesses and emergencies but this still means that student progress may be compromised. Frequent non - attendance will cause the intervention to cease.

### ***Commitment Difficulties***

This category describes either a parent or child who may attend consultations but does not complete the requirements of the program. This may mean they fail to complete the required number of home practice sessions, they don't follow instructions about the work, they forget materials when attending consultations or they simply do not engage in the intervention.

In this case the practitioner will discuss the concerns with the parent. If commitment issues persist after the discussion then intervention will cease.

### **Extenuating Circumstances**

We understand that there may be certain circumstances beyond the control of parents and children that will affect their ability to continue in an intervention. These situations will be considered fairly and compassionately on a case by case basis.