

Cancellation Policy

Version 03.00 dated 21/11/2019

PURPOSE

The purpose of this policy is to clarify Youthrive's decisions and position relating to late cancellations, non-attendance at a scheduled appointment and the booking of recurring appointments by clients.

SCOPE

This policy applies to all Youthrive clients.

POLICY STATEMENT

Our goal is to provide quality individualised allied health services to clients. Our services are in high demand and there is often a waitlist for appointments. Giving adequate notice of a cancellation will allow another person the ability to access an appointment. Clients who do not attend their scheduled appointment impact on others accessing services. This policy allows us to offer appointments to clients who are waiting for our support.

Non-attendance – cancellation/reschedule

- Clients are required to provide Youthrive at least 24 hours' notice to cancel or reschedule appointments, so that appointments can be offered to someone else
- Clients are required to respond to the text message confirmation or call to reschedule their appointment
- Failing to provide 24 hours' notice to cancel or reschedule appointments will be considered a 'non-attendance – late cancellation/reschedule'
- Clients will be provided a letter informing them of their non-attendance on the initial occurrence
- A non-attendance fee will be issued on the second occurrence, which is charged at \$50
- No further appointments will be scheduled until the non-attendance fee has been paid in full

Non-attendance – legitimate illness

Families who are unwell are encouraged not to attend their appointment to avoid spreading germs to Youthrive staff or other clients. Clients who are unwell are advised to let us know as soon as possible. No cancellation fee will be charged for legitimate sickness.

Non-attendance - no show

- Clients who fail to advise of a cancellation or reschedule and do not attend their appointment will be considered a 'non-attendance - no show'
- Clients who 'no show' will be provided a letter informing them of their non-attendance on the initial occurrence and all future scheduled appointments removed
- Clients wishing to re-book appointments are welcomed to, however will need to book appointments week-by-week

- A non-attendance fee will be issued on the second occurrence, which is charged at \$50
- No further appointments will be scheduled until the non-attendance fee has been paid in full

Non-attendance – NDIS participants

- Youthrive’s cancellation policy applies to NDIS participants should they fail to advise of a cancellation (failing to provide 24 hours’ notice to cancel or reschedule appointments) or are a ‘no-show’ to their scheduled session
- Clients will be provided a letter informing them of their non-attendance on the initial occurrence
- A non-attendance fee will be issued on the second occurrence, which is charged at \$50

Recurring appointments

- Clients may only book a maximum of four therapy sessions in advance
- Clients who wish to continue to attend are encouraged to re-book additional appointments at the end of each session
- Clients are required to confirm their recurring appointments that are scheduled within the school holiday period two weeks in advance

Youthrive reserves the right to decline services to families or individuals who breach the responsibility of clients as outlined in Youthrive’s Client Charter.

Cancellation/reschedule by Youthrive

- Youthrive reserves the right to reschedule client appointments at any time due to unforeseen circumstances.
- Youthrive will ensure all clients are informed of a change in their appointment as soon as possible and will support the client to reschedule with their practitioner at the next available time, or with an alternative, appropriately matched internal or external therapist.

MODIFICATION HISTORY

Document Owner:		Document Approver:	Date to be reviewed:
Youthrive		CEO	Periodically or as required
Date	Version	Modification	
09/02/2015	01.00	Original document titled ‘Miscellaneous Policies & Procedures’	
20/06/2018	02.00	Reformatted and amendments made to policy	
21/11/2019	03.00	Minor amendments to wording and update to NDIS participants to reflect NDIS Price Guide 2019/20 and Practice Standards (V1 July 2018)	