

Cancellation Policy

Version 05.00 dated 04/08/2022

PURPOSE

The purpose of this policy is to clarify Youthrive's decisions and position relating to short notice cancellations and non-attendance at a scheduled appointment.

SCOPE

This policy applies to all Youthrive clients.

POLICY STATEMENT

Our goal is to provide high quality individualised allied health services to clients. Our services are in high demand and there is often a waitlist for appointments. Despite this waitlist, it is very difficult to fill available appointments at short notice. This policy allows us to recover funds on time spent for appointments that do not occur.

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'.
- A non-attendance fee of 100% of the scheduled session will apply for no shows.
- No further appointments will be scheduled until the non-attendance fee has been paid in full.

Non-attendance – short notice cancellation

- Clients who cancel within 7 days of their appointment will be offered an alternate billable service such as rescheduled appointment, report writing, resource development or home program activities.
- Where an alternate billable service is not agreed by the client:
 - A non-attendance fee of 50% of the scheduled session will apply for cancellations that occur within 2 days of the appointment.
 - A non-attendance fee of 25% of the scheduled session will apply for cancellations that occur within 3 to 7 days of the appointment.
- The above non-attendance fees also apply to short notice cancellations where there is legitimate illness. For the health and safety of our team and other clients, families who are unwell must not to attend their appointment. Telehealth is also available and may be considered by families as an alternate service to avoid in-person attendance.
- Clients are required to respond to the text message confirmation or call to reschedule their appointment.
- No further appointments will occur until the non-attendance fee has been paid in full.
- Clients who regularly do not attend their scheduled appointment including regularly scheduling appointments may be charged up to 100% of the scheduled session for any short notice cancellation/reschedule within 7 days.

Group Non-attendance – short notice cancellation/reschedule

- Clients who cancel or reschedule within 7 days of the scheduled group session will be charged 100% of the scheduled session fee.

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 clinician at the next available time, or with an alternative, appropriately matched internal or external therapist.

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

MODIFICATION HISTORY

Document Owner:	Document Approver:	Date to be reviewed:
COO	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)
01/10/2021	04.00	Non-attendance fee and appointment cancellation or reschedule response time revised
04/08/2022	05.00	Non-attendance fee and appointment cancellation or reschedule response time revised. Additional information on alternative billable services included.

Privacy Statement

PURPOSE

Youthrive (we/our/us) understands the importance of the Australian Privacy Principles contained in the Privacy Act 1988 (Cth) and Privacy Amendment (Enhancing Privacy Protection) Act 2012 and are committed to ensuring the privacy of your information. These principles govern how we can collect, use, store and disclose personal information, how individuals may access and correct personal information held about them, as well as ensuring the quality and security of your personal information.

COLLECTION OF PERSONAL & SENSITIVE INFORMATION

We will only collect personal information about you with your permission except where the law requires or allows. We collect personal information during your engagement with us, to ensure that we provide the best quality of supports and service that you have requested. We will keep you informed about the types of information we collect about you and how it will be used.

Information will be collected from you and from other stakeholders where you have provided consent. We will keep you informed about the types of information we collect and how it will be used.

If we ask you for permission to collect use and store personal information about you/your child and you don't give it to us, we may not be able to provide you with some, or all of our services.

USE OF INFORMATION

Typically, we may request information about you that will enable us to:

- Identify you, your child and relevant family members
- Have a better understanding of you/your child's support needs
- Determine if we are the right service for your child
- Work collaboratively with other stakeholders who provide services to you where you have provided consent
- Gain payment from you for our services provided
- Report internally (e.g. auditing client records for quality assurance and to ensure record management obligation are met) and conduct research and program evaluations. Any information collected and used for reporting or evaluation of our programs will not contain any details that identify you/your child or your family.
- Meet the requirements of external audits – if this is you, your Practitioner will have a discussion about you about who and when a file might be audited and provide you with an opportunity to be involved if you choose.

DISCLOSURE OF INFORMATION

We recognize the importance of you providing your information. We will not use or disclose any information about you for other purposes without consent, except in exceptional cases, such as if disclosure is required by law or is necessary to protect the rights or property of Youthrive or any other individual, or to lessen a serious threat to a person's health or safety

HOW WE PROTECT YOUR INFORMATION

Youthrive protects your personal information from misuse, unauthorised access, modification, loss or disclosure by ensuring;

1. Your information is only accessible to authorised Youthrive staff such as clinicians working with you and managers.
2. Personal information is managed through either our secure online client management systems, or onsite secure filing cabinets. Along with restricted user access, and strong security measures are in place to protect your information.
3. When no longer needed, there copies are securely managed in accordance with State Archiving policies.

HOW TO ACCESS & OR MAKE CHANGES TO YOUR INFORMATION

You have the right to seek access to your information and to have your information amended if you believe that information held by us is inaccurate, incomplete and/or not up-to-date. We ask that you make your request in writing and we will review and notify you in writing of the outcome within ten (10) working days.

If you are unable to make your request in writing, your Youthrive clinician or Administration staff will be able to support you to make your request in an alternative way.

COMPLAINTS

If you have a complaint about the privacy of your information, or the outcome of a request to access or amend information, we ask that you contact the Chief Operating Officer at Youthrive. We endeavour to resolve all complaints promptly and fairly.

Phone: 0433 598 894
Postal: 8 Gardner Close, Milton QLD 4064
Email: amy.turner@youthrive.com.au

If you are not satisfied with the outcome, you may refer your complaint to the Office of the Information Commissioner in Queensland at www.oic.qld.gov.au or the Office of the Australian Information Commissioner www.oaic.gov.au

NDIS Participants

NDIS Participants may seek support from family, a friend or an independent advocate in making a complaint. For more information:

<https://www.ndiscommission.gov.au/participants/disability-advocacy>

NDIS participants may also make complaints by:

- Phoning: 1800 035 544 (free call from landlines) on TTY 133 677. Interpreters can be arranged.
- National Relay Service and ask for 1800 035 544
- Completing a complaints form online:
<https://www.ndiscommission.gov.au/about/complaints>

Client Charter

Version 03.02 dated 01/10/2021

A GUIDE FOR CLIENTS, CARERS AND FAMILIES

Youthrive respects your right to receive allied healthcare services. We are committed to providing exceptional, client-focused, high quality and safe healthcare. In order to provide such care, a partnership between clients, caregivers, families and healthcare providers is essential. The Youthrive Client Charter addresses rights and responsibilities with regard to access, safety, respect, partnership, information, privacy and feedback. The Client Charter explains what you can expect from us and what we expect from you as we strive to provide you with the best possible service.

YOUTHRIVE CLIENT CHARTER

Everyone who is seeking or receiving care in the Australian health system has certain rights and responsibilities regarding the nature of the care they receive. Youthrive's Client Charter is consistent with the Australian Charter of Healthcare Rights, and reflects our commitment to providing you with exceptional healthcare services. This charter explains your rights and responsibilities relating to the care and treatment you will receive as our client.

Access

I have a right to:

Healthcare

- I can access services and treatments that meet my needs.

Advocacy

- NDIS participants can access the use of an advocate for support.

I have a responsibility to:

- Advise Youthrive of any changes to my address, contact and GP details.
- Keep my appointments or notify Youthrive at least 48 hours prior to my scheduled appointment if I am unable to attend.
- Accept that some services I require may not be available at Youthrive.

Safety

I have a right to:

Receive safe and high quality care

- I will receive safe and high quality health services, provided with professional care, skill and competence.
- Be cared for in an environment that is safe and makes me feel safe.

I have a responsibility to:

- Provide accurate information about my health and anything else that may have an impact on my care (including alternative or complementary therapies).
- Tell staff of changes I notice in my medical condition or if I have concerns regarding any aspects of my care.

Respect

I have a right to:

Be shown respect, dignity and consideration

- The care provided shows respect to me and my culture, identity, beliefs and choices

I have a responsibility to:

- Tell staff of circumstances concerning my culture and beliefs so they can respond to my needs.
- Treat Youthrive staff, clients, students and visitors with respect and dignity.

Partnership

I have a right to:

Be included in decisions and choices about my care

- Ask questions and be involved in open and honest communication.
- Make decisions with my healthcare provider, to the extent that I choose I am able to.
- Include the people that I want in planning and decision making.

I have a responsibility to:

- Ask questions so I can be informed about my/my child's condition and care options before giving consent to treatment.
- Discuss my concerns and decisions with my clinician, for example, if I do not wish to continue treatment, am unable to comply with treatment or intend to cease therapy.

Information

I have a right to:

Be informed about services, treatment, options and costs in a clear and open manner

- Clear information about my/my child's difficulty and the possible benefits and risks of different interventions so I can give my informed consent.
- Receive information about services, waiting times and costs.
- Be given assistance, when I need it, to help me to understand and use health information.
- Access my/my child's information.
- Be told if something has gone wrong with my healthcare, how it happened, how it may impact me and what is being done to make care safe.

I have a responsibility to:

- Be as open and honest as I can and ask for more information if I do not understand.
- Pay relevant costs associated with receiving Youthrive services.

Privacy

I have a right to:

Privacy and confidentiality of my information

- Have my/my child's personal privacy respected.
- Have information about me/my child kept secure and confidential.
- Have access to my/my child's information as per Youthrive's Privacy Policy.

I have a responsibility to:

- Accept that my health information may be shared with appropriate healthcare providers and other agencies as authorised by law.
- Ask for my recorded health information to be corrected if inaccurate.
- Respect the privacy and confidentiality of others.

Give feedback

I have a right to:

Comment on my care and to have my concerns addressed

I have a responsibility to:

- Tell staff if I have a problem or if there are any concerns so they can be addressed.

- Provide feedback or make a complaint without it impacting the way I am treated.
- Have my concerns investigated and responded to.
- Share my experience to improve the quality of care and services.

GIVING A COMPLIMENT OR MAKING A COMPLAINT

Youthrive has systems in place for your comments to be taken seriously and acted upon. Your feedback, both positive and negative, is extremely valuable and helps us to continue to improve services.

If you are unhappy with any aspect of your care, and you feel comfortable, you may initially discuss this with your clinician. If you are not satisfied with the response, you may discuss the matter with the Youthrive Team Leader at your closest clinic. Feedback forms are also available within the clinics or on our website – www.youthrive.com.au. Feedback or complaints can be made in person or anonymously.

You may also seek support from a family, a friend or an independent advocate in making a complaint. For further information and to find an advocate please go to: <https://disabilityadvocacyfinder.dss.gov.au/disability/ndap/>. If you would like Youthrive to support you in accessing an advocate, please advise one of our team members.

NDIS Participant Complaints Process

You can make a complaint to the NDIS Quality and Safeguards Commission by:

- Phoning **1800 035 544** (free call from landlines) or **TTY 133 677**. Interpreters can be arranged.
- Visiting the website and completing a complaint **contact form**: <https://www.ndiscommission.gov.au/about/complaints>
- Visiting the **National Relay Service** website or phone **1800 555 727** then ask for **1800 800 110**.

For information on health information collection, access to records or correction of records, please refer to *Youthrive's Privacy Statement*.

MODIFICATION HISTORY

Document Owner:		Document Approver:	Date to be reviewed:
COO		CEO	Periodically or as required
Date	Version	Modification	
23/08/2018	02.00	Amended to reflect cancellation policy	
02/04/2019	02.10	Minor word changes	
21/11/2019	03.00	Additional information on making a complaint added in line with NDIS requirements	
04/03/2020	03.01	Additional information added on the use of an advocate	
01/10/2021	03.02	Amended in line with the Australian Charter of Healthcare Rights (second edition) and adjusted the appointment amendment response time	