

# Cancellation Policy

Version 06.00 dated 04/07/2024

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## 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 extremely 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 all 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 2 days of their appointment will be offered an alternate billable service such as a rescheduled appointment, telehealth, report writing, resource development or home program activities where appropriate and available.
- Where an alternate billable service is not available or agreed by the client a non-attendance fee of 50% of the scheduled session will apply.

### Non-attendance Group program

- Clients who cancel a group session within 2 days of the scheduled 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.

### Additional terms:

- Clients are required to respond to the text message confirmation or call to reschedule their appointment.
- Youthrive reserves the right to decline services to families or individuals who breach the responsibility of clients as outlined in Youthrive's Client Charter.
- The above non-attendance fees also apply to short notice cancellations where there is 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.

- Rescheduled appointments must be made within ten business days of the original appointment (where available) to avoid a non-attendance fee.
- A non-attendance fee will be charged at the applicable rate if an alternate billable service has not been agreed by the time of the original 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 regular rescheduling of appointments may be charged up to 100% of the scheduled session for any short notice cancellation/reschedule within 2 days at You thrive’s discretion.

**MODIFICATION HISTORY**

<b>Document Owner:</b>		<b>Document Approver:</b>	<b>Date to be reviewed:</b>
COO		CEO	Periodically or as required
<b>Date</b>	<b>Version</b>	<b>Modification</b>	
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.	
04/07/2024	06.00	Short-notice cancellation revised to 2 days. Appointments rescheduled within ten business days.	