

Appointment and Cancellation Policy

Appointment Policy

At Young Allied Health, we recognize that consistent care is paramount to your child achieving their therapy goals. When you make an appointment with us, you may choose to book a weekly or fortnightly appointment. These appointments are booked on an ongoing recurring basis for a semester or for the year to ensure you can have the same appointment each week as long as you need it. At the end of each year, you will be offered the opportunity to continue with your booking or indicate if you would like to change your appointment for the following year. However, you may elect to change your appointment schedule at any time.

You will be provided with a reminder text message 24 hours before your scheduled appointment time. **We require you to confirm your appointment by replying to this message with Yes to confirm.** If you are unable to attend, you must contact our team on 0408 166 506 before 4.30pm the day prior to your appointment. **If you do not provide sufficient notice to cancel your appointment, our cancellation policy below will be implemented. That is, our cancellation policy will be enforced for any same-day cancellations.**

Late arrival to appointments

To ensure an efficient service schedule, we ask that you please arrive on time to your scheduled appointments. Late arrivals will still incur the full appointment fee and clients should note that appointments cannot be extended beyond their scheduled time. This means that if you arrive 15 minutes late for a one hour appointment scheduled to start at 3.00pm appointment, your appointment will still finish at 4.00pm and you will be charged for the hour, as that was the time reserved for you. This is to ensure that our clinicians can continue to run on time for the rest of our valued clients.

Cancellation Policy

24 Hours Notice is required when cancelling or rescheduling appointments to avoid a late cancellation fee. Late cancellations and missing appointments are an inconvenience to other clients that may have wanted your appointment time, and to our team who frequently have to turn clients away who require our services. If you need to cancel your appointment, there is no fee if you cancel before 4.30pm the day prior to your appointment by responding to our reminder text. Cancellations received after 4.30pm the day before your appointment (i.e. cancelling on the same day as your appointment) are considered 'late cancellations' and will incur a fee.

Cancellation received within one hour of your appointment will incur a full appointment fee. If you do not cancel an appointment and do not attend your scheduled appointment, this is

considered a 'failure to attend'. Please note that not responding to our reminder text does not cancel your appointment, so if you need to cancel your appointment, please contact our team on 0408 166 506. Our cancellation policy will apply for all late cancellations, unless extreme circumstances occur.

We enforce the following fees for late cancellation or failure to attend for clinic based sessions:

- Cancellation of appointment prior to 4.30pm the day before appointment – no fee
- Late cancellation of appointment after 4.30pm the day before appointment, but with more than 1 hour notice - \$90 fee will apply
- Late cancellation of appointment within 1 hour of appointment – a full appointment fee will apply
- Failure to attend without prior cancellation – full appointment fee applies.
- Subsequent failure to attend may result in the cancellation of future appointments or revision of appointment schedule
- Separate cancellation fees apply for off-site appointments
- Late cancellation of individual mealtime appointment after 4.30pm the day before appointment, but with more than 1 hour notice - \$110 fee will apply. A full appointment fee will apply for cancellations received within 1 hour.

Suspension of Appointments

Please note that failure to attend two scheduled consecutive appointments, or three appointments within six months will result in a suspension of appointments. This means your future bookings will be cancelled and you will be placed on our wait list if you wish to re-book.

Please note that if you frequently provide cancellations or late cancellations to your ongoing booking (three appointments within a term), it may be necessary to review your appointment structure (for example, decrease the frequency of ongoing appointments. If you provide three consecutive cancellations, this will result in a suspension of appointments.

School and Off-Site Consultations - Cancellation Policy

For school visits or off-site consultations, full fees will apply for late cancellations (less than 24 hours notice) as they require us to reserve a longer amount of time to allow for travel and incur a significant loss to the business. If we arrive at the school or off-site destination to see your child and they are not at school or not available, this is considered as 'failure to attend'.

We enforce the following fees for late cancellation or failure to attend for school visits and off-site consultations (e.g. home visits):

- **1st late cancellation** – a full appointment fee will apply (as a courtesy you will not be charged for clinician travel time).
- **1st failure to attend** – a full appointment fee will apply (including clinician travel time)
- **2nd late cancellation** – a full appointment fee will apply (including clinician travel time)

- **2nd failure to attend** – a full appointment fee will apply and future bookings will be reviewed - client may be requested to attend clinic based appointments instead of offsite.
- **3rd late cancellation** – a full appointment fee will apply (including clinician travel time), future bookings will be reviewed to assess whether therapy is a suitable commitment for your family at this time.

Practice Policies

Young Allied Health Pty Ltd or its staff will not be responsible for any **loss of property** brought onto its premises by clients. Young Allied Health or its staff will not be responsible for any unknown (to Young Allied Health or to client's parents) allergic reaction to food items that may be presented during mealtime therapy.

Parental Supervision

Parents maintain a duty of care for their child at all times during the appointment. Parents must remain present at the clinic unless permission to leave has been discussed with the child's clinician. Parents are encouraged to sit in and participate in all therapy sessions wherever possible. Parents are responsible for supervising and managing their child's behaviour at all times. Where the parent is unable to attend appointments with their child, the nominated caregiver or support worker assumes these duties.

Parents are responsible for supervising and managing all siblings brought into the clinic. Our therapists will not be able to work with your child attending therapy effectively if they are also managing siblings.

Parents are responsible for toileting their children. Our staff are not able to assist with toileting for children who require assistance. Please inspect the toilet area after your child has used the facilities to ensure they are left clean and tidy. If there has been a toileting accident, please inform our staff immediately.

Wherever possible, please try to keep noise in the waiting room at a reasonable level. When this noise escalates, the sound travels to our clinical rooms which can be disruptive to sessions and make it very difficult for our clients to focus. We want the best learning environment for each client so every child can work successfully toward their goals.