

Growing Early Minds Cancellation Guidelines

Definitions:

- ❖ **Cancellation with notice:** A cancellation made by a participant and/or their family for an agreed appointment, that is made more than 2 business days (48 hours) prior to the agreed appointment.
- ❖ **Last Minute Cancellation:** A cancellation made by a participant and/or their family for an agreed appointment that is made less than 24 hours (business days) prior to the agreed appointment.
- ❖ **Therapist Cancellation:** A cancellation of a therapy appointment made by a GEM therapist at any point prior to the agreed appointment time.
- ❖ **No Show:** Refers to when a participant and/or their family do not attend the agreed appointment, and have given no prior notice that they will not attend the agreed appointment time.
- ❖ **Genuine Emergency:** An sincere, unexpected or unscheduled situation that arises on the day of the agreed appointment time that is beyond the control of the participant that makes it impossible to give any prior notice of a cancellation of the agreed appointment.

Procedure for Cancelling an Appointment

Cancellations can be made at any time by contacting the Growing Early Minds office on the below contact information:

- ❖ Ph: **02 9622 8500**
(If we do not answer, there will be an option to leave a voicemail. If a participant calls to cancel their appointment but does not leave a voicemail, they will be charged a cancellation fee.)
- ❖ E: support@growingearlyminds.org.au
- ❖ Request a callback via our website at growingearlyminds.org.au
- ❖ Contact us via our website at growingearlyminds.org.au

If none of these options are available to you at the time of needing to cancel your appointment, you can drop in to our clinic at **217 Blacktown Road, Blacktown NSW 2148**, or SMS your therapist directly.

Cancellation fees

Cancellations with Notice

- ❖ A cancellation made by a participant and/or their family for an agreed appointment, that is made more than 2 business days (48 hours) prior to the agreed appointment.
- ❖ A cancellation with notice will **NOT incur a cancellation fee**, and every effort will be made to reschedule your appointment as quickly as possible at a time that will best suit the participant.

Last Minute Cancellations and No Shows

- ❖ A cancellation made by a participant and/or their family for an agreed appointment that is made less than 24 hours (business days) prior to the agreed appointment.
- ❖ A No Show is when the participant **does not attend the agreed appointment, and has given no prior notice** that they will not attend.
- ❖ Where a Last Minute Cancellation OR No Show has occurred, for NDIS participants - Growing Early Minds will charge **90% of the session price**, which **may include travel time** that was put aside for home and school visit appointments. For FFS participants a fee will be charged of 50% of the booked session fee.
- ❖ Where a client has had **six (6) billable session cancellations in any one service agreement period**, Growing Early Minds may discuss putting the service agreement on hold until the participant and/or their family can attend therapy regularly (the participant may go back on the waiting list)
- ❖ If Last Minute Cancellations or No Shows happen **more than two sessions in a row**, or for the same reason consistently, Growing Early Minds therapists will discuss barriers to attendance, and provide reasonable support to help overcome them in conjunction with GEM management.

Therapist Cancellations

- ❖ From time to time, a Growing Early Minds therapist may need to cancel an appointment due to illness or other reason.
- ❖ Growing Early Minds will take all reasonable steps to ensure a participant and/or their family is notified when a therapist will not be able to attend a session as soon as possible.
- ❖ Where a therapist initiates a cancellation at any point in time, **no fee will be charged to a participant.**

How Growing Early Minds will Utilise the time where cancellations are billed

- ❖ If a participant is billed for a Last Minute Cancellation or No Show, there are many things their therapist(s) can do during the time that was allocated to the completion of the agreed session that will provide support to the participant. Some of these things include:
 - Corresponding with relevant health and education professionals involved with the participant (with parental permission)
 - Creation of visual schedules and other resources that will be provided to the participant at the next therapy session
 - Telephone support session with the parents/caregivers
 - Updating and reviewing participant goals
 - Scoring participant assessments
 - Planning for future therapy sessions

Extenuating Circumstances where a Last Minute Cancellation or No Show will not be billed

- ❖ Growing Early Minds understands that there may be **genuine emergency situations** beyond a participant and/or their family's control that mean the participant and their family need to make a Last Minute Cancellation or No Show.

- ❖ In this instance, the Growing Early Minds Senior Operations Manager has authority to waive the cancellation fee.
- ❖ Waivering of the cancellation fee will be at the reasonable discretion of the Growing Early Minds Senior Operations Manager.
- ❖ A Last Minute Cancellation or No Show will not be billed the cancellation Fee where the Growing Early Minds therapist is able to schedule the participant in within the same week of the cancelled appointment.
- ❖ Whereby a participant believes they have extenuating circumstances they are to contact the Senior Operations Manager to discuss the circumstances and request the fee be waived. This can be done by calling the office (02) 9622 8500 or by emailing support@growingearlyminds.org.au to request the email address/contact information of the Senior Operations Manager.