

Individual and Group Therapy Sessions

Non-Attendance / Cancellation Policy

Progressive Play understands that family life can be extraordinarily busy, so we provide a range of reminders at the time of booking and on the day before the scheduled appointment to help families keep track of their ongoing therapy times (e.g., through letters, emails, phone calls or SMS).

Families and individuals are encouraged to contact us at their earliest convenience to advise us when they cannot attend a scheduled individual or group therapy session time. When families / individuals do not attend appointments and fail to notify us, cancellation fees will apply.

Unfortunately, when families / individuals do not attend scheduled appointments or give short notice of cancellation, appointment vacancies are wasted and could have been used to help other needy children / individuals and families on our ever-increasing wait lists. Non-attendance also negatively affects other participants in group programs.

POLICY

1. PURPOSE

1.1 Progressive Play is committed to providing a quality service to participants, together with the effective management of resources. Progressive Play understands that there are times when a participant, parent, carer or Progressive Play clinician / worker may need to cancel an appointment or change scheduled appointments: due either to unforeseen or planned circumstances.

Our Cancellation Guidelines, read together with the Progressive Play Service Agreement, aims to minimise cancelled or missed appointments: it provides you with information about how to cancel or reschedule services.

2. SCOPE

2.1 These guidelines apply to cancellation fees for services provided by Progressive Play.

3. PROCEDURE FOR CANCELLING AN APPOINTMENT

3.1 Cancellations can be made at any time by contacting the Progressive Play office either via telephone on 0497 945 005 or email info@progressiveplay.com.au or via the contact us page on our website www.progressiveplay.com.au. If there is no answer when attempting to call, there will be an option to leave a voicemail. If, however, a participant and/or parent / carer calls to cancel their appointment but fails to leave a voicemail message, they may be charged a cancellation fee.

4. CANCELLATION FEES

4.1 Cancellations – Individual Therapy Sessions with notice:

- a) A cancellation made BEFORE 3PM on the day prior to the agreed appointment time, including weekends and public holidays, WILL NOT incur a cancellation fee.
- b) Every effort will be made to reschedule your Individual therapy appointment as quickly as possible for a mutually convenient time between participant and clinician / worker.

4.2 Cancellations – Group Therapy Sessions

- a) Unfortunately, due to the structured nature of the group therapy programs and the involvement of more than one individual we are unable to cancel these sessions or make up missed sessions. Participants are expected to attend their scheduled weekly session for the set duration of each group program.

4.3 Short-notice Cancellations and No-shows

- a) Where a participant and/or parent / carer fails to keep an appointment without notice, Progressive Play will make every effort to contact the participant and/or parent / carer to determine if there had been an unforeseeable short-term change to the needs or ability of the client to receive service delivery.
- b) Where a Short-notice Cancellation OR No-show has occurred, Progressive Play will charge participants 100% of the session price and may include travel time: for home and school visit appointments.
- c) For NDIS participants Progressive Play may charge for Short-notice Cancellations and No-shows up to six (6) times per service agreement. Once the six (6) billable session cancellation limit has been reached, Progressive Play may discuss putting the service agreement on hold until the participant is able to attend therapy regularly.
- d) If Short-notice Cancellations or No-shows occur more than two sessions in a row, or for the same reason consistently, the Progressive Play clinician / worker, will discuss barriers to attendance, and provide reasonable support to overcoming them.

4.4 Therapist Cancellations

From time to time, a Progressive Play clinician / worker may need to cancel an appointment due to illness or other reason.

- a) Where Progressive Play is unable to provide a suitable pre-approved staff member to a participant at the appointed time, the participant and/or parent / carer will be given as much notice as possible.
- b) Progressive Play will, as soon as possible, take all reasonable steps to ensure a participant and/or parent / carer is notified when a clinician / worker is unable to attend / run a scheduled session.
- c) Where a clinician / worker initiates a cancellation, no fee will be charged to participants and a make-up session will be scheduled for all participants.

5. REFUNDS

If you or your child are enrolled into one of our Group Therapy Programs cancellations made at least three weeks (21 Days) from the start date of the program will receive an 80% refund.

Cancellations made Two weeks (14 Days) from the start of the Group Therapy program commencement date will receive a 50% refund.

There are no refunds for cancellations of Group Therapy Programs less than 14 days prior to the scheduled date of the program.

6. EXTENUATING CIRCUMSTANCES

- a) Progressive Play understands that there may be genuine emergency situations beyond a participant and/or parent / carer's control resulting in a need to make a Short-notice Cancellation or No show. In such circumstances, the Progressive Play Director has authority to waive the cancellation fee.
- b) Wavering of the cancellation fee will be at the discretion of the Progressive Play Director.
- c) A Short-notice Cancellation or No-show will not be billed the cancellation Fee where the Progressive Play clinician / worker is able to re-schedule the participant within the same week of the cancelled appointment.
- d) If a participant and/or parent / carer believes that their reason for cancellation should be characterised as extenuating, they may contact the Director to discuss the situation and request the fee be waived. In the case of circumstances pertaining to illness a medical certificate will be required for fee waiver to occur. This can be done by calling the office on 0497 945 005 or via email request to info@progressiveplay.com.au.

Approved

Date: 8thth March 2025