



## **Cancellation Policy**

**Date of issue: August 2022**

The Social Skills Hub endeavours to provide the very best customer service. As part of our service to you, where possible, we offer regular appointment times with our staff. All programs are run with prearranged times and are unable to be altered. We also have a list of clients who are waiting for appointment times that are currently unavailable. These clients we call at short notice and offer appointments which have recently become available due to cancellations. When you forget appointments or are unable to attend and cancel at short notice, we are often unable to offer these appointments to clients on our waitlists. Out of consideration for these clients and our staff, we have a cancellation policy in place. This policy is designed to improve communication and forward planning by reducing the number of unattended appointments or appointments cancelled at short notice. These fees are based on the NDIS minimal operational guidelines as per the most current price guide.

The Social Skills Hub cancellation policy for late cancellation or failure to attend an appointment is as follows:

A cancellation fee of 100% of the service fee is charged if a cancellation occurs within 24 hours of the scheduled appointment and 50% of the fee will be charged if the cancellation occurs between 24 and 48 hours of a scheduled appointment.

**How to cancel appointments:** We have several ways to get in touch should you need to cancel or reschedule your appointment. You are able to cancel using the options below as both our email and phone system time stamp the messages.

Sessions can be cancelled in one of three (3) ways:

1. Phone call to our clinic admin team (please leave a message if you can't get through) – incoming phone calls are time and date stamped by our system.
2. Email [info@thesocialskillshub.com.au](mailto:info@thesocialskillshub.com.au) with the request to cancel/ reschedule
3. Text our admin team on 0403 788 136.

A fee of 100% of the service booking is charged if a client fails to attend an appointment with no notice.

The Social Skills Hub cancellation policy with respects to specific programs is outlined specifically in our Service Agreement which is completed at the time of booking.