

## **My Time to Thrive – Appointment and Cancellation**

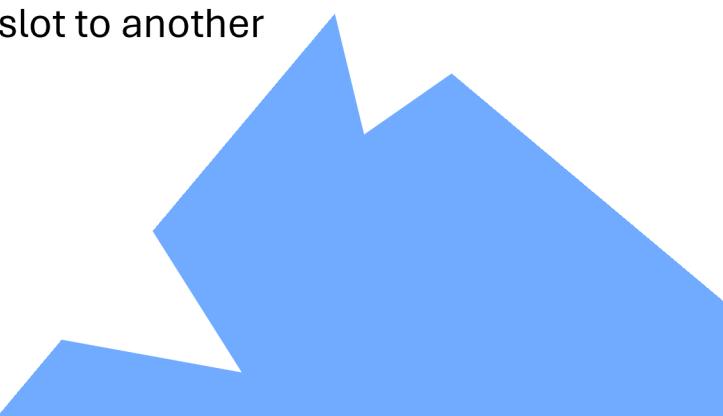
At MyTime to Thrive, we are committed to offering consistent and supportive mental health and emotional wellbeing services to children and young people. Support may be provided by a Mental Health Practitioner, Therapist, or another trained team member, depending on the needs of the individual. To help make the most of the support offered, it's important that sessions are attended regularly and on time.

### **Attending Your Appointments**

We ask that you try to commit to a regular day and time for ongoing sessions with your allocated practitioner. These sessions may continue across school holidays, as MyTime to Thrive is not a school-based service. Therefore, the same attendance expectations apply during term time and holiday periods. If the child or young person is going to be late for a session, we ask that parents or carers notify the service as soon as possible. The practitioner will keep the appointment open for the remainder of the scheduled time, but the session will still end at the planned time.

### **Cancelling a Session**

If you need to cancel an appointment, please give at least 24 hours' notice. This allows us to offer the slot to another child or young person.





Cancellations with at least 24 hours' notice will not affect ongoing support. We understand that unavoidable situations can arise, and the following will be considered valid reasons for cancellation without it affecting future appointments:

Hospital appointments or hospitalisation

Cancellation by a practitioner

Circumstances outside of your control

Other extenuating circumstances (at the practitioner's discretion)

Cancellations made without a valid reason or without sufficient notice may affect your ongoing support.

### **Missed Appointments (WNB)**

If a session is missed with no prior contact, the therapist will reach out and offer the next scheduled session, requesting confirmation within 24 hours. If no response is received within that time, the appointment slot may be offered to another young person.

If two appointments are missed without at least 24 hours' notice, the current episode of support will be ended, and further sessions will not be offered at that time.





## Late Attendance

If you are 15 minutes late to a session, the team member will then attempt to contact you. If the session is scheduled to take place in a school, the team member will also ask school staff about the young person's location and if attending school that day. If the young person has still not attended after these steps have been taken, the session will be classed as a 'Was Not Brought' (WNB).

## Rescheduling

Due to high demand, it is not always possible to reschedule missed or cancelled sessions. However, we will do our best to accommodate individual needs where possible.

If you have any concerns about attendance or cancellations, please speak with your assigned practitioner or contact the service directly.

*We're here to support you.*

