

# Appointment Scheduling & After-School Booking Policy

## Healthy Young Minds

At Healthy Young Minds, we aim to provide consistent, high-quality care while allocating appointments fairly across all families. As our practice grows, clear scheduling processes help us manage demand and ensure appointments continue to meet each child's clinical needs.

## Booking Timeframes

- Appointments are scheduled in **6-month booking blocks**.
- Appointment times are **not automatically ongoing** and require confirmation at each re-booking period.
- Appointments booked beyond the current 6-month block may be released and rebooked as part of our standard scheduling process.

This allows for regular review of therapy goals and supports fair access to appointments across the practice.

## After-School Appointments (3:00pm, 3:30pm, 4:00pm, 4:30 pm)

- After-school appointments are considered **peak times** and are in very high demand.
- Availability is limited and cannot be guaranteed.
- Ongoing use of a specific after-school time is **not automatic** and requires **annual confirmation**.

Where possible, existing after-school clients are offered **priority re-booking** during a specified confirmation window.

## Confirmation & Re-Booking

- Families holding after-school appointments will be contacted during the re-booking period.
- Confirmation must be provided **by the stated deadline**.
- Appointments that are not confirmed within this timeframe may be released to other families.
- Families may be asked to provide **two preferred appointment options** to support flexible and fair scheduling.

## **Appointment Allocation**

Appointments are allocated based on:

- clinician availability
- clinical suitability and treatment needs
- fairness across all families

We are unable to hold appointment times indefinitely or make exceptions once bookings have been confirmed.

## **Flexibility**

Families who are able to consider:

- earlier afternoon times
- before-school appointments
- alternative days
- short-term or alternating arrangements

often have greater success securing ongoing appointments.

Thank you for your understanding as we continue to improve our systems to support children and families in a consistent, transparent, and sustainable way.

**Healthy Young Minds**

[www.healthyyoungminds.com.au](http://www.healthyyoungminds.com.au)