

**CANCELLATION POLICY**

<b>Applies to:</b> Staff members, Management Committee Members, Volunteers./Students.	<b>Version:</b> 2
<b>Specific responsibility:</b> Manager and Management Committee.	<b>Date approved:</b> 30.07.2019
	<b>Next review date:</b> July 2021

<b>Policy context:</b> This policy relates to	
Legislation or other requirements	National Disability Insurance Scheme Act 2013 National Disability Insurance Scheme Guidelines (Quality Indicators) 2018 National Disability Insurance Scheme (Incident Management & Reportable Incidents) Rules 2018 National Disability Insurance Scheme (Restrictive Practices and Behaviour Support) Rules 2018 NDIS Terms of Business for Registered Providers NDIS Quality and Safeguards Framework, 2016 NDIS Code of Conduct for Workers 2018 United Nations Convention on the Rights of Persons with Disabilities (CRPD) Children and Young Person (Care and Protection) Act 1998 (State) Australian Human Rights Commission Act 1986
Contractual obligations	Employment Agreements NDIS Service Registered Service Provider obligations DoE (Sector Capacity Building project contract) Funding Terms and Conditions (Funding Agreement)

**POLICY STATEMENT**

Early Connections - Port Macquarie/Hastings (EC-PMH) is committed to informing clients of their obligations and rights in relation to cancellations to appointments with EC-PMH and abiding by the NDIS rules in the current Price Guide.

**PROCEDURES**

On intake to the service a Service Agreement is negotiated and signed by both parties outlining the roles and responsibilities of the service provider and participant (or participant representative). This includes the following statement in regards to cancellations of appointments, as per the NDIS Price Guide:

**CHANGES TO SUPPORTS/FAIL TO ATTEND/CANCELLATIONS**

*In the event that either Party needs to make alterations to agreed supports or the manner in which supports are delivered, the party requesting the changed needs to give appropriate notice:*

- *For minor support changes such as a change to location for appointment, the participant must notify the service prior to 3pm the day before the appointment.*
- *For major changes such as changes to agreed day/time or service delivery, a minimum of 2 weeks' notice is requested,*
- *Where participants fail to present or cancel an appointment on the day of the appointment, Early Connections can charge a cancellation fee for a maximum 90% of the service - as per NDIS Price Guide 1st July 2019 pg 17-18.*
- *In attempts to avoid unattended charges to participants alternative supports will be offered where possible. For example another member of the child's team may be offered to take the*

*appointment, or an offer of production of resources/reports etc may be made in place of the appointment. In this event no cancellation fee will be charged.*

*Should changes to supports become frequent, either or both parties may request a review of the Service Agreement, with any changes being in writing, signed and dated by both parties. Consistent and unreasonable frequency to cancellations or changes to supports may result in the suspension of supports – see below.*

*Confirmation of appointments is recommended or notifying us of inability to attend can be done by:*

- a) Responding Yes or No to SMS reminders (scheduled and sent approx 8am the day before appointment). Note – a ‘No’ response must be provided prior to 3pm the day before appointment to avoid a cancellation charge. If a ‘No’ response is received please expect a call from our administration staff to offer alternative service or reschedule appointment.*
- b) The Early Connections-Port Macquarie/Hastings administration staff between the hours of 8.30am and 5.00pm.  
Email: admin@earlyconnections-pmh.org.au  
Ph: (02) 6583 8238*

*Should the Early Connections – Port Macquarie/Hastings staff member be unable to attend the session due to unforeseen circumstances and all alternative options have been exhausted they will notify the participant, a minimum of 1 hour notice prior to appointment will be given via text or phone call. No claim against the Participant’s Plan will be made under such circumstances and all reasonable attempts to reschedule any cancelled appointments will be made by administration staff.*

It is the responsibility of the client representative (parent/carer) to EC-PMH staff if the child is unable to attend an appointment. This is applicable for ALL appointment types:

- Home visits
- Child Care/School visits
- Early Connections centre sessions
- Community visits
- Scheduled meetings

A record of all cancellations will be made by staff in the child’s CRM file (Echidna).

EC-PMH management will use their discretion in determining whether fail to attend appointments will or will not be charged for. For example in extenuating circumstances or where no previous failure to attend have occurred for the client, it may be determined that this fee should be waived.

Invoices/Statements will state the fee charged (at the usual appointment rate) with a “fail to attend” statement.

Where the client fails to attend, in excess of the two allowable hours, the service agreement may be discussed and continuation of service may be renegotiated (or ceased) with the client representative/parent/carer. See “Suspension of Supports” statement in Service Agreement.

All disputes in relation to charges for “Fail to Attend” appointments are to be directed to either the Administration Officer or Manager and will be promptly responded to. The “Managing Complaints” process will be adhered to where applicable.

## DOCUMENTATION

Documents related to this policy	
Related policies	<ul style="list-style-type: none"> <li>- Conflict of Interest Policy</li> <li>- Managing Complaints Policy</li> </ul>
Forms, record keeping or other organisational documents	<ul style="list-style-type: none"> <li>- Service Agreement signed by both parties</li> <li>- Signed quote outlining agreed services and cost.</li> </ul>

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Reviewing and approving this policy		
Frequency	Person responsible	Approval
Annually	Manager	Management Committee

Policy review and version tracking			
Review	Date Approved	Approved by	Next Review Due
1	Feb 2017	Management Committee	Feb 2019
2	30.07.2019	Management Committee	July 2021
3			

**Management Committee:**



Signed:

Name: Tiama Pride

Position: President

Date: 30.07.2019