



CANCELLATION POLICY

Applies to: Staff members, Management Committee Members, Volunteers./Students.	Version: 4
Specific responsibility: Manager and Management Committee.	Date approved: 28-September-2020
	Next review date: September 2024

Policy context: This policy ensures that all individuals are informed about cancellation policies and procedures.	
Standards or other external requirements	<ul style="list-style-type: none"> - National Disability Insurance Scheme Guidelines (Quality Indicators)2018 - National Disability Insurance Scheme (Restrictive Practices and Behaviour Support) Rules 2018
Legislation or other requirements	<ul style="list-style-type: none"> - NDIS Terms of Business for Registered Providers - National Disability Insurance Scheme Act 2013 - NDIS Price Guide (1st July 2022)
Contractual obligations	<ul style="list-style-type: none"> - Employment Agreements - Client Service Agreements and Schedule of Supports - NDIS Service Registered Service Provider obligations - DoE (Sector Capacity Building project contract) Funding Terms and Conditions (Funding Agreement)

POLICY STATEMENT

Early Connections Kempsey is committed to:

- informing clients of their obligations and rights in relation to cancellations to appointments with Early Connections Kempsey.
- the effective management of resources and the organisation’s financial sustainability. Fee charging structures are reviewed annually to manage this.

To ensure the financial sustainability of the Organisation claims / fees need to be collected from participants / families when supports are delivered. If a participant / family develops a pattern of cancellations / or no-shows this may place the Organisation in a position where we are no longer able to offer supports. The National Disability Insurance Agency (NDIA) has advised that providers can charge cancellation fees directly to participants / families, provided the arrangement is detailed in the service agreement. Early Connections Kempsey will charge a rate of 100% of full fee for appointments that are missed appointments / or no shows, per Service Agreement and in accordance with NDIA Price Guide 2022.

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 regarding cancellations of appointments:

Billable Cancellations and “no shows” for scheduled supports

(Please refer to the below information from the current NDIS Price Guide 2022-2023, found on page 22-23)

If a parent/carer makes a short-notice cancellation, which is within 24 hours before the appointment is scheduled, or fails to attend an appointment without notice, the provider may charge up to 100% of the agreed price for the cancelled appointment, for unlimited number of cancellations throughout a plan timeframe.

***NOTE:** Whilst the NDIS price guide allows billable cancellations for cancellations made within a 7-day time frame, our organisation understands the complexities of family life and are committed to maintaining our agreement of charging only for cancellations within 24 hours for scheduled appointments.*

“There is no hard limit on the number of short notice cancellations (or no shows) for which a provider can claim in respect of a participant. However, providers have a duty of care to their participants and if a participant has an unusual number of cancellations then the provider should seek to understand why they are occurring.”. See price guide statement pg. 23.

Participants are notified of their appointments with a reminder SMS sent two days prior to the scheduled appointment. To ensure no billable cancellation charge is made parents/carers are asked to use the SMS response system to reply, Yes or No, 24 hours prior to the appointment. However, frequent cancellations, as stated in service agreement, may result in the need for Early Connections Kempsey to reconsider the terms of our service provision.

Parents/carers are asked to ensure that current mobile numbers are registered within our system so that SMS reminders are sent to the correct person.

Cancellations can be made by:

- a) Responding “No” to the SMS reminder 24 hours prior to the day of the appointment, ensures no cancellation fee will be charged.
- b) Contacting the Early Connections Kempsey administration staff between the hours of 8am and 4.00pm.
Email: admin@earlyconnections-kempsey.org.au
Ph: (02) 65 62 6491

Should the Early Connections Kempsey staff member be unable to attend the session due to illness or unforeseen circumstances and all alternative options have been exhausted they will notify the participant, a minimum of 1 hour prior to appointment. No claim against the Participant’s Plan will be made under such circumstances.

It is the responsibility of the client representative (parent/carer) to notify Early Connections Kempsey 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
- “Tele” Therapy sessions e.g., Skype, Facetime, phone consultations.
- Schedules meetings

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

Early Connections Kempsey staff will make every effort to explain to parent/carer when cancelling that a short notice cancellation may incur a cancellation fee and will note time of cancellation and reason in the child’s client file. Administration/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 attends 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 “billable cancellation” statement.

Where the client fails to attend, for excessive appointments, staff will make every effort to contact the parent/carer to discuss engagement concerns and discuss any difficulties or options that may suit both parties. Where engagement is not able to be resumed 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 “Billable Cancellation” appointments are to be directed to either the Finance Manager 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"> - Conflict of Interest Policy - Managing Complaints Policy
Forms, record keeping or other organisational documents	<ul style="list-style-type: none"> - Service Agreement signed by both parties - Signed schedule of supports outlining agreed services and cost. - Intake Checklist & Conflict of Interest Declaration

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	22 nd Nov 2017	Management Committee	Nov 2018
2	27 th July 2018	Management Committee	July 2019
3	July 2020	Management Committee	July 2021
4	26 th Aug 2022	Management Committee	Aug 2024

**Management Committee:
Aug 2022**

Signed:

Name:

Date: