



**CANCELLATION POLICY**

Applies to: Staff members, Management Committee Members, Volunteers /Students.
<b>Specific responsibility:</b> Manager and Management Committee.

Version: 5
<b>Date approved: 07-Dec-2022</b>
<b>Next review date: Dec 2024</b>

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

**POLICY STATEMENT**

Early Connections- Manning and Great Lakes is committed to:

- informing clients of their obligations and rights in relation to cancellations to appointments with Early Connections- Manning and Great Lakes.
- 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 Manning and Great Lakes will charge a rate of 100% 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 in regard to cancellations of appointments:

### **Billable Cancellations and “no shows” for scheduled supports**

Detailed information on the *NDIS Pricing Arrangements and Price Limits*, please see:

<https://www.ndis.gov.au/media/4519/download?attachment>

**If a parent/carer makes a short-notice cancellation, which is after 9.30am the day before the service, 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 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 previous agreement of charging only for cancellations after 9.30am the day prior to appointments. For Monday appointments cancellation notice must be given by the previous Friday at 9.30am.*

**Participants are notified of their appointment with monthly appointments being send out via email or post as well as a reminder SMS sent two days prior to appointment. To ensure no billable cancellation charge is made parents/carers are asked to use the SMS response system to reply, Yes or No, BEFORE 9.30am the day prior to appointment. As always consideration will be taken into account for unavoidable circumstances. However, frequent cancellations, as stated in service agreement, may result in the need for Early Connections- Manning and Great Lakes to reconsider the terms of our service provision.**

**It is the responsibility of Parents/carers 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 prior to 9.30am the day before appointment, where no cancellation fee will be charged.
- b) Contacting the Early Connections – Manning and Great Lakes administration staff between the hours of 8am and 4.30pm.

**Email: [admin@earlyconnections-mgl.org.au](mailto:admin@earlyconnections-mgl.org.au)**

**Ph: (02) 65527333 (Taree) or Ph: (02) 65572016 (Tuncurry)**

Should the Early Connections- Manning and Great Lakes 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 – Manning and Great Lakes staff if the child is unable to attend an appointment. This is applicable for ALL appointment types:

- Home visits
- Child Care/School visits

- Sessions within the community
- Early Connections centre sessions
- “Tele” Therapy sessions eg 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- Manning and Great Lakes 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"> <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 schedule of supports outlining agreed services and cost.</li> <li>- Intake Checklist &amp; Conflict of Interest Declaration</li> </ul>

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 <sup>nd</sup> Nov 2017	Management Committee	Nov 2018
2	27 <sup>th</sup> July 2018	Management Committee	July 2019
3	July 2020	Management Committee	July 2021
4	26 <sup>th</sup> Aug 2020	Management Committee	Aug 2023
5	07-Dec-2022	Management Committee	Dec 2024

**Management Committee:  
Aug 2020**

Signed:

A handwritten signature in cursive script, appearing to read "M Richardson", enclosed in a large, light-colored circular mark.

Name: Michelle Richardson

Date: 07-Dec-2022