

Policy – NDIS Service Cancellation

1.0 Purpose

This policy defines service cancellations and outlines the processes ALARA QLD Limited will use in the event of participant cancelling a support. This Policy complies with the NDIA Policy on the management of cancellation of services by a participant or their authorized representative or nominee.

The Policy applies to services that are procured through an NDIA agency booking, contacted through a Plan Management Agency and for services purchased by participants who are self-directing.

2.0 Definitions:

Timely Cancellations:

Any cancellation of a scheduled **support** where Rosters, Intake, or On-Call Staff (weekend/public holidays only) are notified **before 3pm on the day prior** to the scheduled support or activity.

Late Cancellation/Short Notice:

Any cancellation of a support where Rosters or Intake or On-Call (weekend/public holidays only) is notified **after 3pm on the day prior** to the scheduled support or activity. *(NB: Cancellations after 3pm on the day prior or on weekends or public holidays must be made to the On-Call Number, as office message banks and Coordinator phones are not monitored after hours).*

No Show: Refers to an individual not attending or being available without notice for a booked/scheduled service or where the individual is not at the agreed location at the agreed time for the service.

Direct Support: One to one support for the individual provided in an in-home or community setting

Course, workshop series and Getaways

Support where the individual books for an event or series where support is shared and costs to a third party are payable or pre-paid based on booked numbers attending. Cancellation conditions for each such activities will be included on booking forms.

3.0 Responsibilities:

Title	Action
Participant or their Authorised Representative or Nominee	Notify ALARA of cancellation of support or inability to attend scheduled service.
ALARA Coordinators/Facilitators	Ensure all participants or their authorised representative are provided with a copy of this policy. The policy also forms part of the NDIS Service Agreement.
Finance Team	Process any payments due as a result of a cancellation or no show in accordance with the notice periods outlined in this policy.

4.0 Effective Date:

First Issued: May 2017

Revised: July 2017

Revised: July 2018

5.0 Content:

The National Disability Insurance Agency requires that organisations providing services under the National Disability Insurance Scheme (NDIS) have business arrangements in place to minimise the risk of cancellation, no show or late changes to the delivery of a scheduled support.

Fees Payable on Cancellation of Rostered Support by Participant

Where a participant or their representative/nominee makes a timely notification of cancellation of a one to one support (i.e. before 3pm on the day prior), ALARA will confirm receipt of the notification with the individual by the agreed communication method (verbal, text, email) and inform the staff member and Coordinator. No late cancellation fee will be charged against the individual's NDIS booking.

For direct supports (individual in-home or community participation) ALARA will endeavor to reschedule the support at a time agreed with the participant.

Where a participant or their representative/nominee makes a late cancellation or participant is a "no show" for the support then the 90% of the agreed fee for the support will be charged to the individual's NDIS booking.

If the support has commenced the full fee for the booked support will be charged even if the participant wishes to end the support early.

Fees Payable on Cancellation of attendance of a Group Bookings and Centre based by Participant

Group bookings are calculated on a ratio of participants to staff (e.g. 2 participants to 1 staff person, 3 participants to 1 staff person) and the costs of that staff person are shared by participants. In the event of a person who shares support being unable to attend a confirmed group activity, ALARA will endeavor to offer the service to an alternative participant adjust staffing levels if there are other absences.

In the event of a late cancellation the participant's plan will be charged 90% of the agreed cost of the rostered group or centre based activity.

If the individual has commenced the program and chooses to leave early the full booked fee will be charged.

If you are unable to attend a session it is important to let the service know with as much notice as possible, so that any transport arrangements (if applicable) can be adjusted and ensure that staff know that they do not need to contact you to check that not happened to you.

Activities with Prepaid Out of Pocket Costs

Where an activity involves out of pocket expenses e.g. pre-purchased tickets or accommodation it may not be possible to refund these costs in the event of a cancellation.

Where a cancellation fee (no refund, part refund) applies for a camp, retreat, workshop or activity out of pocket expenses this will be clearly stated on the flier. Staff taking the booking will ensure that the participant or their nominee or representative is aware of the conditions related to the booking.

Frequent or Regular Cancellations

A cancellation fee for late cancellations or no shows may be charged against a participant's plan up to 12 times per year for support. As per NDIA guidelines more than 12 instances of cancellations or no shows in a continuous 12 month period will be notified to the NDIA. The NDIA require this because the participants may not be able to achieve the goals outlined in the plan where there are continuing regular cancellations.

ALARA QLD limited reserves the right to re-negotiate or terminate the service agreement where there are multiple late cancellations by the participant.

Where there is a specific risk that a participant will frequently "not show" or cancel at the last minute for supports due to the nature of a person's disability or the nature of the support, ALARA will work with the participant and their representative to put in place suitable individual arrangements to maximise the likelihood that the person will receive all their required supports.

Special Circumstances

Cancellation fees may be waived if the participant experiences a catastrophe, e.g. hospitalisation or death in the family. The decision to waive the charge does not apply to other circumstances and can only be approved by the Direct Service Manager or Executive Manager.

Appeals

Service recipients and their carers/ advocates have the **right to appeal** against a given fee determination via the ALARA Complaints Management and Resolutions Process. Coordinators have responsibility to ensure that the client or their representative is fully informed of their right to appeal should they believe that the application of a cancellation fee in relation to a cancellation is contrary to this policy.

No Shows and Lack of Response to a Scheduled Visit

Where a participant fails, without notice, to keep the scheduled arrangement for the support, ALARA will make every effort to contact the participant/representative or their alternative contact person to determine if there is an additional problem (e.g. the person has fallen out of bed and cannot raise an alarm, or there is a sudden break down in the informal supports). For more information about ALARA's procedures in the case of No Show or Lack of Response to a Scheduled Visit please refer to your *ALARA NDIS Participant Information Manual*.

Staff or Service Cancellation

Where a support worker has cancelled a support, ALARA will consult with you regarding your preference for an alternative known worker or if none available an unknown worker. ALARA cannot guarantee that the support will be filled at the agreed time in all instances but will make every effort to do so. If the participant wishes to have the support rescheduled then we will look at an option suited to the participant where the preferred staff is available.

NB: ALARA strongly recommends that participants consider having sufficient people trained on their support team to improve the likelihood of securing an available staff person in the event of absence. The number of staff required will depend on the spread and coverage of hours and the complexity of support.

In instances where ALARA initiates the cancellation of a service due to operational reasons, there will be no charge and if possible ALARA will negotiate to reschedule at no penalty to either party.

6.0 Quality Standards:

Human Services Quality Standards:

DS Standard 1 – Governance and Management

DS Standard 2 – Service Access

DS Standard 5 – Feedback, Complaints and Appeals

7.0 Related Policies and Procedures

Policy – Complaints Management and Resolutions

Procedure – Complaints Stage 1

Procedure – Complaints Stage 2-4

Procedure – Privacy

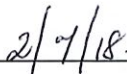
Procedure – Client does not respond to a Scheduled Visit

8.0 Reference Documents:

- Current NDIS Price Guide: VIC/NSW/QLD/TAS
- ALARA QLD Limited NDIS Price List
- NDIS Terms of Business for Registered Providers



Executive Manager
ALARA QLD Limited.



Date: