

POLICY – NDIS SERVICE CANCELLATION DURING THE COVID-19 PERIOD

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 during the period our community is being impacted By COVID-19 Coronavirus. This Policy complies with the NDIA Policy on the management of cancellation of services by a participant or their authorized representative or nominee during this period.

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 **individual support** (including one to one support in the centre) 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.

Any cancellation of a scheduled **support for participation in a centre based or group program** (rostered at two staff to one person or at a higher ratio) where Rosters, Intake, or On-Call Staff (weekend/public holidays only) are notified **before 3pm two business days prior** to the scheduled support or activity.

Late Cancellation/Short Notice:

Any cancellation of an **individual 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).***

Any cancellation of a group support where Rosters or Intake or On-Call (weekend/public holidays only) is notified **after 3pm two business days 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. NB: we do not anticipate that there will be Groups, Workshops or Getaways running during this period until restrictions on group sizes and social distancing are limited.

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.
Rosters and 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:

Created: March 2020

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.

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 the participant is a “no show” for the support then the 100% of the time that ALARA is required to pay the support worker in relation to that support will be charged. Please note this will be reduced if the worker can be diverted to alternative “billable” work with another participant however this is difficult to arrange at short notice.

If the support has commenced the full fee or 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 the hours will still be charged as though the participant had attended.

If the individual has commenced the program and choses 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 also to ensure that staff know that they do not need to contact you to check if you are all right.

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

During the period of the COVID-19 emergency there is no limit on the number of cancellations that can be claimed. ALARA will work with participants to look at alternative and innovative ways that a service can be safely delivered however this will be entirely the choice of the individual participant/decision maker.

Special Circumstances

Cancellation fees may be waived if the participant experiences an individual emergency, e.g. sudden 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 a staff absence. The number of staff required will depend on the spread and number of hours and the complexity of the 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:

NDIS Practice Standards:

Core Module:

1. Rights and Responsibilities
 - Independence and Informed Choice
2. Provider Governance and Operational Management
 - Feedback and Complaint Management
3. Provision of Supports
 - Service Agreements with Participants

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 Support Catalogue 2019-2020 valid from 27 March 2020
- ALARA QLD Limited NDIS Price Guide 2019-2020 valid from: 25 March 2020
- NDIS Terms of Business for Registered Providers



**Executive Manager
ALARA QLD Limited.**

27th March 2020

Date: