

# POLICY

## SECTION 5 – CLIENT SERVICES

### CS5.7 –Services & Supports Cancellations

**THIS DOCUMENT IS UNCONTROLLED IN HARDCOPY FORMAT**

#### 1. INTENT

Inclusive Directions is committed to the delivery of high quality, timely services and supports under the National Disability Insurance Scheme (NDIS).

This policy identifies the organisation's classifications of "cancellation" and "no-show", as well as the standards to be applied for cancellations and no-shows, to maximise the likelihood that customers and clients receive all services and supports as detailed within their service agreement and plan.

This policy applies to all customers and clients accessing NDIS Services & Supports, including those whose services are funded privately or through streams other than NDIS.

#### 2. PERFORMANCE REQUIREMENTS

##### 2.1 DEFINITIONS

The definitions contained herein are not exhaustive and staff may need to consider the relevant legislation for further applicable definitions:

- Cancellation: where notification of a client's / family's inability to attend a session or intent to cancel a session is provided within the minimum notification period
- No-show: where a client / family does not attend a scheduled session and no notification has been received, or notification is received later than the minimum notification period (as defined below); this includes circumstances where the session is scheduled to take place at the client's / family's home and, upon arrival, the staff member is told by the client / family that the session will not be proceeding as scheduled

##### 2.2 CANCELLATIONS and Non Attendance

**NDIS CLIENTS:** The minimum notification period for cancellations is by **3pm the day prior** to the appointment. No charge will be incurred for cancellations received prior to 3pm the day before.

If a participant makes a short-notice cancellation, which is after 3pm the day before the service, the provider may charge up to 90% of the agreed price for the cancelled appointment. A fee may be charged against a participant plan up to **12 times** per year for personal care and community access supports.

For other cancellations, where the participant has provided notice of cancellation prior to 3pm the day before the scheduled service, providers may not charge a cancellation fee.

Where participants make short-notice cancellations for therapy services, the therapist can charge a cancellation fee up to **90%** of the agreed price for the cancelled appointment. Within the period of any Service Booking between a provider and participant, the total of cancelled appointments charged by the provider **must not exceed six hours**.

The preferred method for notification is via email to [reception@directions.org.au](mailto:reception@directions.org.au). Where email is not possible, notification may be made via phone call to 08 7325 8600 and a message left either with the staff member answering phone or on an answering machine (stating clients name and date/time of cancelled appointment).

**PRIVATE CLIENTS:** The minimum notification period for cancellation of sessions or services will be 24 hours prior to the scheduled session or service. No charge will be incurred for cancellations received prior to 24 hours. If a participant makes a short-notice cancellation, which is within 24 hours of the scheduled the service, the provider may charge a \$50 late cancellation fee.

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Following a cancelled appointment, a staff member will be in touch within two business days to reschedule the session or service.

Should four consecutive appointments be cancelled, a staff member will contact client / family to discuss service delivery. The outcome of this discussion may include:

- the service agreement being put on hold for an agreed period of time
- the service agreement (including times, dates and locations for delivery) being reviewed to avoid further cancellations
- the service agreement being terminated.

Where a service agreement is terminated, notification of this termination will be provided to NDIA.

### **3. RECISSION AND REPLACEMENTS**

Nil

### **4. REVIEW AND EVALUATION**

This policy is scheduled for review within 3 years of the date of adoption.

### **5. RELATED POLICIES**

<b>Name</b>	<b>Number</b>
Client Services Policy	Pol-CS5.1
Record Management Policy	Pol-CS5.4
Privacy and Confidentiality Policy	Pol-CS5.5
Quality Management policy	Pol-Gov3.2
Communications Policy	Pol-Com7.1

### **6. ASSOCIATED PROCEDURES**

<b>Name</b>	<b>Number</b>
Client Complaints Procedure	Pro-CS5.3.1
Record Management Procedure	Pro-CS5.4.1

### **7. OTHER ASSOCIATED DOCUMENTS**

<b>Name</b>	<b>Number</b>
Code of Conduct	Code-Peo
Confidentiality Agreement	-
Information Sharing Guidelines Appendix	Code-CS5.6.1

### **8. AVAILABILITY OF POLICY**

This policy will be available on our website at <http://directions.org.au>

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