

13.2 Cancellations and No-Shows Policy

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Drafted by:	BV, ML, LE	Approved by Board on:	June 2020
Responsible person:	EO	Scheduled review date:	September 2020

PURPOSE

The purpose of this policy is to:

- reflect the requirements of the NDIS Terms of Business for Registered Providers and the most current NDIA Price Guide.
- balance customer and organisational financial interests in relation to cancellations and no-shows, and
- make all reasonable attempts to safeguard customers who no-show.
- recover all expenses (activity fees) associated with the delivery of all community-based activities.
- provide clarity for staff entitlements relating to cancellation of Interchange Inner East authorized shifts

SCOPE

This policy applies to cancellations made by participants or families for booked shifts in the home or community. It describes under what circumstances associated costs can be recovered through NDIS packages. It also details the entitlements of full time, part time or casual employees when a shift is cancelled.

POLICY

This policy aims to detail the requirements of participants and families when cancelling shifts, as well as the financial implications of such cancellations (referencing NDIS Price Guide March 2020). It also aims to ensure that support workers are paid for cancelled shifts according to their entitlements under the SCHADS award.

PROCEDURES

Definitions

- Cancellation with Notice by participant/family: Cancellation of the scheduled delivery of supports with at least the notice as required by the Service Agreement.
- Cancellation Without Notice by participant/family: Where no notice or less than the notice period required by the Service Agreement has been given.
- No-show: When a customer does not attend the service, is not available, or is not at the agreed location to receive a scheduled support.
- Cancellation by worker

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Cancellations- NDIS service bookings

To cancel a service booking, families or participants will notify Interchange IE within the business hours of 8.30am – 5.00pm Monday to Friday. For a six-month period (25th March 2020 – 25th September 2020), if a participant makes a cancellation to a service with less than 10 business days' notice, Interchange IE may charge up to 100% of the same support item for the cancelled appointment. (Please note: this also applies to Behaviour Support Services).

There is no limitation to the number of short-notice cancellations that may be charged against a participants plan. However, Interchange IE may seek to investigate and minimise an unusually high number of cancellations as a duty of care.

Cancellation example:

A three-hour support is scheduled for 3pm on Thursday. The participant cancels the support after 3pm on Wednesday one week prior to the support. Interchange IE may charge up to 100% of the same support item for the cancelled three-hour support, as there has been less than 10 business days' notice provided.

For other cancellations, where the participant has provided notice of cancellation with more than 10 business days' notice before the scheduled service, Interchange IE will not charge NDIS plans accordingly.

If a Support Worker makes a cancellation for a rostered shift, Interchange IE will endeavor to fill this roster with an alternative appropriate Support Worker. However due to staffing resource limitations, this replacement is not guaranteed.

Cancellations- Activity Fees

Activity fees cover the cost of admission, meals, accommodation (camps) and sometimes transport. Interchange IE endeavours to align activity fees to 'at cost' levels for each activity. Activity fees are clearly outlined on the participant timetable provided at the beginning of each term.

- Upon receiving the timetable, participants/families have one week to provide notice of cancellation of any activities for the term by contacting the support planning team.
- After one week, invoices are generated and sent to families with the due date being the end of term to align with NDIS funding requirements.
- If cancellation of an arranged activity is necessary, Interchange must be provided with as much notice as possible - with a minimum requirement of one week's notice for camps and 3 days for scheduled activities.
- If activity fees are requested to be waived due to non-attendance, this must be requested via email to support@iie.org.au and include any relevant supporting documentation (e.g. medical certificate). It will be at the discretion of Interchange IE management as to whether the fees are waived dependent on whether costs are recoverable. Interchange IE cannot absorb activity fee expenses which they cannot recoup.
- Some activities/camps may be cancelled due to extreme weather conditions or fire safety. Where possible these activities will be replaced with alternative activities which may result in variations to activity fees on that occasion.
- At the end of the term, final invoices will be reviewed and amended according to activities accessed/cancelled and will be sent to families for payment by the family or by NDIS. Interchange IE has NO capacity to offset any outstanding activity fees as it is the responsibility of the family to resolve any issues relating to the payment of these fees.

Cancellations- Staff payment

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The following guidelines apply to employees under the SCHADS award:

Full time and part time employees:

- Where a shift is cancelled or changed, an employee will be provided with notice of a change in roster by 5.00 pm the day prior and in such circumstances no payment will be made to the employee. If a full-time or part-time employee does not receive such notice, the employee will be entitled to receive payment for their minimum specified hours on that day.
- The employer may direct the employee to make-up time equivalent to the cancelled time, in that or the subsequent fortnightly period. This time may be made up by working with other clients or in other areas of the employer's business providing the employee has the skill and competence to perform the work.
- Where a full time or part-time employee cancels their rostered shift, no payment is made by Interchange IE to the support worker. NDIS packages will not be charged if the cancellation of rostered support is due to Interchange IE Support Worker cancellation.

Casual employees:

- If a shift is cancelled, casual employees are not entitled to any payment under the SCHADS award. However, in these circumstances, the following conditions will apply.
- Where a shift is cancelled, a casual employee will be provided notice of the cancellation as soon as possible. If the cancellation is made on the same day as the shift, or the casual employee has already arrived at the shift, Interchange IE will offer the casual employee payment of a minimum of 2 hours for the cancelled shift (non-award).
- Where a casual employee cancels their rostered shift, no payment is made by Interchange IE to the support worker. NDIS packages would not be charged if the cancellation of rostered support is due to Interchange IE Support Worker cancellation.

Safeguarding of no-shows

Where a participant fails, at short-notice or without notice, to keep the scheduled arrangement for the support, Interchange IE must make every effort to contact the participant to determine if there is an additional problem. Where there is a specific risk that a participant will frequently make short-notice cancellations for a support due to the nature of a person's disability or the nature of the support (e.g. behaviour intervention supports), Interchange IE should make individual arrangements to minimise the number of cancellations.

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RELATED REFERENCES

SCHADS award 2010

NDIS Price Guide March 2020