

## 13.2 Cancellations and No-Shows Policy

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### 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 regarding cancellations.
- balance customer and organisational financial interests in relation to cancellations and no-shows, and
- make all reasonable attempts to safeguard customers in the event of a no-show.
- recover all expenses (activity fees) associated with the delivery of all community-based activities.
- address the required notice and consequences, including impact on the participants' plans, if participants cancel supports within a particular timeframe.
- provide clarity for staff entitlements relating to cancellation of Interchange Inner East authorised shifts.

### SCOPE

This policy applies to cancellations made by participants or families for booked shifts with Interchange IE. It outlines under what circumstances associated costs can be recovered through NDIS packages. It also details the entitlements of all employees when a shift is cancelled.

### POLICY

This policy pertains to participants who have an NDIS package, as well as to those participants whose funding is through other sources. This policy aligns with the NDIA regarding the management of cancellation of services by a participant, according to the most recent NDIS Price Guide, even though we acknowledge participants may fund their support through other sources.

Interchange IE acknowledges the requirement to also follow relevant industrial laws when rostering and paying staff.

This policy is compliant with:

1. National Standards for Disability Services
2. NDIS Price Guide (most recent)
3. Social, Community, Home Care & Disability Services (SCHADS) Industry Award

### Definitions

- Cancellation with Notice by participant/family: Cancellation of the scheduled delivery of supports, with at least the notice outlined in the most recent NDIS Price Guide.
- Short Notice Cancellation by participant/family: Where no notice, or less than the notice period outlined in the most recent NDIS Price Guide, has been given.
- No-show: When a participant does not show up for a scheduled support within a reasonable time or is not present at the agreed place and within a reasonable time.

## 13.2 Cancellations and No-Shows Policy

### **Cancellations - Service bookings**

To cancel a service booking, participants or families will notify Interchange IE within the business hours of 8.30am – 5.00pm Monday to Friday. Participants/families are required to provide Interchange IE with the notice period outlined in the most recent NDIS Price Guide.

### **Cancellations – With Notice by participant/family**

Cancellations with appropriate notice, as outlined in the most recent NDIS Price Guide, will not incur a fee and the participant's NDIS plan will not be charged.

### **Cancellations – Short Notice Cancellation**

There is no limitation to the number of short-notice cancellations that may be charged against a participant's NDIS plan. However, Interchange IE may seek to investigate and minimise an unusually high number of cancellations, as required by their duty of care. The NDIA will monitor claims for cancellations and may contact Interchange IE if they have concerns regarding a participant with an unusual number of cancellations.

When a participant/family provides Interchange IE with a Short Notice Cancellation (or a no show), the participant/family is responsible for agreed fee. Interchange IE will claim the agreed fee associated with the activity from the participant's NDIS plan, as directed by the most recent NDIS Price Guide.

Where the participant attends for part of the scheduled service, without the required notice outlined in the most recent NDIS Price Guide, Interchange IE will claim for the entirety of the booked service.

Interchange IE will only claim from a participant's NDIS plan for a Short Notice Cancellation, if the following conditions are met:

- The most recent NDIS Price Guide indicates that Interchange IE can claim for Short Notice Cancellations in respect of the support item; and
- the proposed charges for the activities comply with the most recent NDIS Price Guide; and
- Interchange IE has the agreement of the participant in advance; and
- Interchange IE was not able to find alternative billable work for the Support Worker and is required to pay the Support Worker for the time that would have been spent providing the support.

### **Cancellations – Support Worker Cancellation**

A participant will not be liable for a cancellation fee, nor will a participant's NDIS plan be charged, if the cancellation of rostered support is due to an Interchange IE Support Worker cancellation.

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

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### Cancellations - Activity Fees

Activity fees cover the cost of accompanying activities that can be associated with service provision and can include admission fees, meals, and accommodation and transport for camps, when STA (Short Term Accommodation) funding for accommodation and camps is not available. Interchange IE endeavours to provide activity fees at 'cost' 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 support@iie.org.au.
- 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 IE should be provided with the notice period outlined in the most recent NDIS Price Guide.
- If participants/families would like to request that activity fees are waived due to non-attendance, an email to support@iie.org.au including all relevant supporting documentation (e.g., medical certificate) should be supplied. Interchange IE, at their discretion, will decide if fees can be waived dependent on whether costs are recoverable.
- Some activities/camps may be cancelled at short notice (less than a week) due to extreme weather conditions, fire safety, or public health orders (under the Victorian State Government's Public Health Act). Where possible these activities will be replaced with alternative activities which may result in variations to activity fees on that occasion.
- Invoices will be reviewed and amended according to activities accessed/cancelled and will be sent to the nominated person/business/NDIA for payment. 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

The following guidelines apply to all Interchange IE employees:

- If a rostered shift is cancelled and the required notice as outlined in the most recent NDIS Price Guide has not been given to the Support Worker, Interchange IE may direct the Support Worker to make-up time equivalent to the cancelled time. This time may be made up by working with other participants or in other areas of Interchange IE's business providing the Support Worker has the skill and competence to perform the work.
- If Interchange IE is unable to provide the Support Worker with other suitable work, they will be paid for the Short Notice Cancellation and Interchange IE will claim for the Short Notice Cancellation from the participant's NDIS plan.
- Where a full time or part time Interchange IE employee cancels their rostered shift, a leave request form along with all relevant documentation will be required (e.g., medical certificate, certificate of capacity etc.).
- Where a casual employee cancels their rostered shift, no payment is made by Interchange IE to the support worker.

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### **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.

### **RELATED REFERENCES**

SCHADS award 2010

NDIS Price Guide March 2020