



CANCELLATION POLICY AND PROCEDURES

Applies to	Board, Executive team, employees
Version control	Version: 1.1
Standards or other external requirements	National Disability insurance Agency (NDIA)
Legislation or other requirements	National Disability Insurance Scheme (NDIS)
Contractual obligations	NDIS Terms of Business for Registered Providers NDIA Price Guide

1 POLICY STATEMENT

This policy relates to customer cancellations and no-shows regarding the provision of therapy, flexible supports and community participation, centre based supports (including After School Care, Vacation Care and Respite) and short term accommodation (Loftus Centre-based Respite).

Supported Independent Living and the Mikarie Child Care Centre are outside the scope of this Policy.

Sylvanvale aims:

- To reflect the requirements of the NDIS Terms of Business for Registered Providers and the NDIA Price Guide.
- To balance customer and organisational interests in relation to cancellations and no-shows.
- To make all reasonable attempts to ensure the safety of customers who are no-shows.

TABLE OF CONTENTS

1	POLICY STATEMENT	1
2	PROCEDURES	3
2.1	Definitions	3
2.2	Cancellations	3
2.3	Transport (Morning and Afternoon Bus Runs).....	4
2.4	Special circumstance.....	5
2.5	No-shows	5
3	DOCUMENTATION.....	5

2 PROCEDURES

2.1 Definitions

Definitions of terms used and their meaning within the context of this Policy are listed in the table below.

Term	Definition
Cancellation of Service	Refers to a customer's scheduled service not being required or unable to be received.
Cancellation with Notice	Cancellation of the scheduled delivery of supports with notice as required by the Service Agreement (more than 48 hours).
Customer	Somebody purchasing Sylvanvale's services.
Fee for Service	Service the customer is purchasing and paying for at their own expense.
Funded Services	Services funded by the National Disability Insurance Scheme (NDIS).
Cancellation No Notice	Where no notice or less than the outlined notice period 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 service.

2.2 Cancellations

In the event that 48 hours' cancellation notice is not provided, Sylvanvale will charge the scheduled service against the participant's plan.

Sylvanvale is able to charge against a participant's plan for up to 8 no-shows or cancellations per year.

Where customers have cancelled or are no-shows including or in excess of the eighth absence, Sylvanvale will notify the NDIA. Ongoing service provision may immediately be affected.

All cancellations must be made by phone within the hours of 8am-5pm.

Therapy

Who to notify, notice period before scheduled service/program and applicable charges are listed in the table below.

Who to notify	Notice period	Applicable charge
Call 1300 244 577 (8am – 5pm)	No Show	Full charges are payable <u>Note:</u> NDIA will only fund up to 8 cancellations per year
	Cancellation No Notice (Less than 48 hours)	Full charges are payable
	Cancellation with Notice (more than 48 hours)	No charge

Flexible Supports

Who to notify, notice period before scheduled service/program and applicable charges are listed in the table below.

Who to notify	Notice period	Applicable charge
Call 1300 244 577 (8am – 5pm)	No Show	Full charges are payable <u>Note:</u> NDIA will only fund up to 8 cancellations per year
	Cancellation No Notice (Less than 48 hours)	Full charges are payable
	Cancellation with Notice (more than 48 hours)	No charge

Centre Based Supports (including After School Club, Holiday Club and Saturday Club) and Community Participation in a Group

Who to notify, notice period before scheduled service/program and applicable charges are listed in the table below.

Who to notify	Notice period	Applicable charge
Call 1300 244 577 (8am – 8pm)	No Show	Full charges are payable
	Cancellation No Notice (Less than 48 hours)	Full charges are payable
	Cancellation with Notice (more than 48 hours)	Full charges are payable

Short Term Accommodation (Loftus Centre Based Respite)

Who to notify, notice period before scheduled service/program and applicable charges are listed in the table below.

Who to notify	Notice period	Applicable charge
Call 1300 244 577 (8am – 8pm)	No Show	Full charges are payable
	Cancellation No Notice (Less than 48 hours)	Full charges are payable
	Cancellation with Notice (more than 48 hours)	No charge

2.3 Transport (Morning and Afternoon Bus Runs)

Who to notify, notice period before scheduled service/program and applicable charges are listed in the table below.

Who to notify	Notice period	Applicable charge
Call 1300 244 577 (8am – 5pm)	No Show	Full charges are payable
	Cancellation No Notice (Less than 48 hours)	Full charges are payable
	Cancellation with Notice (more than 48 hours)	Full charges are payable

2.4 Special circumstance

Charges may be waived if the customer experienced a catastrophe, e.g. hospitalisation or a death in the family.

The decision to waive the charge will be made by the relevant Sylvanvale Regional Manager. The discretion not to charge DOES NOT apply in any other circumstances and IS NOT exercisable by other levels of staff.

If Sylvanvale cancel the scheduled service/program or staff fail to show, then there is no charge to the customer and the support will be rescheduled. The responsible Site Manager will make all reasonable attempts to check on the welfare of the customer on that day.

2.5 No-shows

In the event of a no-show the employee will complete the following:

- Phone the customer to check on their safety (if appropriate to do so).
- Look through windows at the customer's residence to check if the customer can be seen and then try the front door of the house (if onsite and safe to do so).
- Check if the customer's vehicle is onsite (if applicable).
- Phone the nominated emergency contact person (if customer cannot be reached).
- Contact the Cluster/Hub Manager (or equivalent) and seek direction on next steps (if customer and their emergency contact person are not contactable).

The Cluster/Hub Manager (or equivalent) will:

- Assess and determine the next steps including whether to persist with contacting the customer, their emergency contact person or other authorities having regard for what is known about the customer, their behaviours and risks.
- Advise the Rostering Coordinators of the no-show and make a decision regarding the employee's next engagement (if relevant).

3 DOCUMENTATION

Documents related to this policy

Related policies	N/A
Forms, record keeping or other organisational documents	Master NDIS Service Agreement template

Reviewing and approving this policy

Frequency	Every 3 years
Person responsible	Executive Manager Marketing & Customer Experience
Approval	Chief Executive Officer (CEO)

Policy review and version tracking

Review	Date Approved	Approved By	Next Review Due
1	30/01/2017	Leanne Fretten, CEO	30/01/2020
2	19/04/2018	Leanne Fretten, CEO	19/04/2021
3			