

Cancellation Policy

Applies to	Director, Staff, NDIS Participants, Clients
Version control	Version 1.0
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 client cancellations and no-shows regarding the provision of therapy and community participation activities.

WHAM aims to:

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

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2 DEFINITIONS

2.1.1 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 client'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).
Client	Somebody purchasing WHAM's services.
Fee for Service	Service the client 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 client does not attend the service, is not available or is not at the agreed location to receive a scheduled service.

3 PROCEDURES

3.1.1 Cancellations

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

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

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

All cancellations must be made by phone within the hours of 9am- 5pm. Please leave a voice message if your call is not answered – sometimes we may be busy in a meeting or working with other clients.

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/text 0466 094 260 (9am – 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)	NDIS Clients – as per current NDIA policy Fee-for-service – Full session fees will be charged
	Cancellation with Notice (more than 48 hours)	No charge Fee-for service clients must provide bank details to receive refund of deposited fees

3.1.2 Special circumstances

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

In the case of a fee-for-service client having more than 2 cancellations (no notice) and/or no-shows, WHAM reserves the right to withdraw service and make no further bookings with the client.

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

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

3.1.3 No-shows

In the event of a no-show the WHAM staff member will complete the following:

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

The Director will:

- Assess and determine the next steps including whether to persist with contacting the client, their emergency contact person or other authorities having regard for what is known about the client, their behaviours and risks.
- Advise the Director of the no-show and make a decision regarding the employee's next engagement (if relevant).
- Ensure relevant details are entered into PRODA and/or client's case file

4 DOCUMENTATION

4.1.1 Documents related to this policy

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

4.1.2 Reviewing and approving this policy

Frequency	Every 3 years
Person responsible	Executive GM Client & Community Relations
Approval	Chief Executive Officer (CEO)

4.1.3 Policy review and version tracking

Review	Date Approved	Approved By	Review Due
	21/12/2019	Tara Harriden – Director <i>Tara</i>	21/12/2021
1			
2			
