

## Policy: Cancellation of a support shift

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### Policy Statement

Policy Statement StriveAbility understands that sometimes things happen that you cannot plan for and in these incidences, we ask that you inform us as soon as possible. As we aim to complete rostering 2 weeks ahead, it is of benefit to inform StriveAbility of when you do not want to receive a support shift. If short notice is provided to cancel support because you do not feel up too it, StriveAbility will unfortunately have to charge for the support as the worker will be entitle to payment for the shift. We will, however, make every effort to encourage and assist by providing options, such as a shorter support shift that day, a phone discussion around the reasons for cancelling, or a phone check in later that day.

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### Procedures:

StriveAbility follows the NDIS guidelines regarding cancellations;

- From 1st July 2020 short notice cancellation is defined as 2 business days (48hrs)
- StriveAbility can claim for the cancellation if the appointed staff member cannot be found other billable work for that day.

Whilst there is no limit on the number of cancellations a participant makes, StriveAbility's duty of care allows us to discuss with the participant and / or representative how we can help minimise the number of cancellations. StriveAbility requires that if you need to cancel support that you make every attempt to contact us, whether a phone call, text message or email. In the event that the support worker attends your address / meeting point for your scheduled support, and you are not there, the worker will contact the Directors to inform of the situation. The Directors will attempt to contact the participant and / or representative to locate the participant. If no contact is achieved the worker will wait 10 mins at the location before returning to the office (if applicable). The Directors will continue to attempt contact with the participant and / or consented stakeholders to ensure safety.