Policy: Participant Cancellations

**Policy Statement**

StriveAbility understands that sometimes things happen that you can’t plan for and in these incidences, we ask that you inform us as soon as possible. As we aim to publish a completed roster 2 weeks ahead, it is of benefit to inform StriveAbility of when you do not want to receive a support shift. If short notice (StriveAbility honour 24 hours’ notice for individual support shift cancellation) is provided to cancel support because you don’t feel up too it, StriveAbility will unfortunately have to charge for the support as the worker will be entitle to payment for the shift. The support worker will be allocated other tasks to complete at the office. 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.

**Procedures:**

Individual Support;

StriveAbility follows the NDIS guidelines regarding cancellations;

* From 1st July 2020 short notice cancellation is defined as 2 business days (48hrs) for individual support.
* From 1st January 2024 NDIS stated that programs of support (groups) require 2 weeks’ notice of cancellation.
* StriveAbility can claim for the cancellation if the appointed staff member can’t 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 office to inform of the situation. The office will attempt to contact the participant and / or representative to locate the participant. If no contact is achieved the worker will wait 15 mins at the location before returning to the office to complete tasks up until the rostered end time (if applicable). The Director will continue to attempt contact with the participant and / or consented stakeholders to ensure safety.

Programs of support;

This is a courtesy letter to advise you of the new NDIS group billing requirements for providers as of 1st January 2024. The new pricing for groups will see up to 3 items for group and centre based social and community participation supports.

The invoice will now itemise the 3 components of group billing:

• Direct Support - this is a maximum hourly rate per group divide by the number of participants in a group to determine the hourly rate per participant.

• Non-Face-To-Face Support - these are the behind-the-scenes tasks that take place while the

participant is not present, to ensure that they can participate in the group or centre based support.

• Centre Capital Costs - this is a per participant, per hour fee that contributes to the costs incurred running and maintaining a centre.

If the participant requires transport from StriveAbility, this will occur as a separate billing item.

Programs of support (groups) will adhere to the below NDIS requirements:

• can be up to 6 months long.

• should be tailored to each participant.

• include any centre capital and non-face-to-face costs that are relevant.

• are not subject to the short notice cancellation rules. Providers can claim for non-attendance

where they had capacity to deliver the support.

• can be cancelled with 2 weeks’ notice by the participant / representative.

• have a new unplanned exit clause. If a participant does not attend support, a provider can only

charge for a maximum of 4 weeks before it is considered an unplanned exit, and the program of support is cancelled.

Supported independent living;

Either party may end a supported independent living agreement by giving the required 90 days’ notice. All termination of agreements should be in writing. This agreement will terminate automatically if; the service provider is de-registered by the NDIA; if the provider terminates the accommodation and the agreement and can no longer access the property; if either party is in serious breach of this agreement; if illegal activity is carried out in the home; or if the participant ceases to be funded by NDIS.