

Cancellation Policy

1. Policy Statement

At Incite Collective, we value the time and commitment of both our participants and our practitioners. As part of our professional practice, we confirm all scheduled appointments with participants at least 24 hours in advance, as a courtesy.

We understand that unexpected events may occur. However, timely notice of cancellations helps us maintain high-quality, efficient, and responsive services.

2. Purpose

This policy outlines Incite Collective's expectations and procedures regarding appointment cancellations. It is designed to promote fairness, respect the time of both participants and team members, and ensure consistent service delivery within the values of person-centred care, autonomy, and respect.

3. Scope

This policy applies to all Incite Collective members, contractors, clients, and service recipients who have scheduled appointments that involve service delivery, particularly those requiring travel.

4. Guiding Principles

This policy is informed by the core principles of Incite Collective, including:

Person-Centred Practice: We respect the rights, preferences, and circumstances of all individuals, ensuring that our approach is flexible, responsive, and empowering.

Dignity and Autonomy: Participants have the right to make decisions, including cancelling appointments, and to be supported in doing so with dignity.

Fairness and Transparency: We apply cancellation charges equitably and clearly communicate these terms in advance.

Mutual Respect and Responsibility: Recognising the value of everyone's time, we expect mutual accountability in managing appointments.

Compassionate Discretion: We commit to considering individual circumstances when applying fees, guided by our commitment to ethical and inclusive support.

5. Cancellation Terms

5.1 Standard Notice Requirement

- A minimum of 24 hours' notice is required for the cancellation or rescheduling of any appointment where travel is involved.
- Notice can be provided via email, phone call, or text message to your designated Incite Collective practitioner or contact at admin@inciteco.au.

5.2 Short Notice Cancellations

- If less than 24 hours' notice is provided and the appointment involves travel, a short-notice cancellation fee of 75% of the agreed hourly rate will be charged to the participant and billed through their NDIS plan.
- This fee reflects the time, preparation, and travel commitments made by our practitioners.

5.3 No Show Cancellations

- 100% of the fee is applied including travel time where a coordinator has not been advised prior to attendance.

6. Exceptional Circumstances

We acknowledge that life is unpredictable, and that emergencies or unexpected circumstances may arise. At Incite Collective, we will apply this policy with compassion and discretion in line with our person-centred and dignity-focused values. In such cases, we encourage participants or their representatives to communicate with us as soon as possible.

Where permissible and in alignment with the participant's service agreement, we will do our best to provide an alternative service (e.g., budget review, case note updates) within the booked time to avoid unnecessary charges.

6. Responsibilities

Participants and their representatives are responsible for notifying Incite Collective as early as possible if they need to cancel or reschedule a session.

Incite Collective Members will confirm appointments at least 24 hours in advance and uphold respectful communication and record-keeping practices in accordance with our Privacy, Dignity, and Informed Choice policies.

7. Feedback and Complaints

Step 1: Contain

- Secure the system or information to prevent further access or harm.
- Change access credentials and deactivate affected user accounts where applicable.

Step 2: Assess

- Evaluate:
 - What data was involved?
 - Who was affected?
 - How did it happen?
 - The risk of serious harm?

Step 3: Notify

- If the breach is notifiable:
 - Inform affected individuals with clear steps they can take.
 - Notify the Office of the Australian Information Commissioner (OAIC) under the NDB Scheme.

Step 4: Review and Prevent

- Investigate the breach's cause.
- Implement changes such as system updates, revised policies, and additional staff training.
- Record the incident in the Collective's via an incident report and this will be recorded on our data breach register.

8. Feedback and Complaints

Participants are encouraged to provide feedback or raise concerns about cancellation fees or appointment issues through our Feedback and Complaints Policy. Our process ensures fairness, transparency, and respectful resolution.

9. Policy Dissemination

This policy will be communicated to all Incite Collective Members. It will be accessible through organisation communication channels and other appropriate means.

