

P81-v1-PS	Cancellations Policy & Procedure
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Applies to: All people we support, staff and volunteers	Version: 01
Delegated Policy Manager: Manager, Personalised Supports	Date approved:
	Next review date:

Policy context:	
Standards or other external requirements	NDIS Service Agreement
Legislation or other requirements	NDIS Act (2013)
Contractual obligations	NDIS Terms of Business for Registered Providers

POLICY STATEMENT

This policy and procedure defines service cancellations and outlines the actions Inclusion Melbourne take in the event of a staff member cancelling a shift or a participant cancelling a shift.

DEFINITIONS

Participant: A person supported by Inclusion Melbourne in receipt of NDIS funding.

Support Person: A staff member or volunteer of Inclusion Melbourne

On-call: The staff person designated to take out of hours calls.

Timely Cancellation: any shift cancellation, where the relevant Support Coordinator, or On-call staff person has been notified before 4:00pm the day *prior* to the scheduled shift. Note that for all services delivered on a weekend, timely cancellation is the provision of notification prior to 4:00pm on Friday.

Late Cancellation: any shift cancellation where the Support Coordinator or On-Call staff person has been notified *after* 4:00pm of the day prior to the scheduled shift.

Notification: Inclusion Melbourne defines notification as a text message, written notification, voice message or voice call to the relevant Support Coordinator or On-Call number (numbers included in the schedule of supports). The notification *does not* have to be acknowledged to be considered valid and accepted.

Note: Direct Support Professionals & volunteers are not authorised to action cancellations.

PROCEDURES

1. Participant Cancellation

Where a participant cancels a shift, Inclusion Melbourne will inform the relevant staff member and endeavour to provide the staff with an alternative arrangement. Inclusion Melbourne will endeavour to reschedule a shift to a time which suits both parties.

Late cancellations by the participant may be claimed against NDIS funding. The cancellation fee is equal to the minimum shift engagement required by the Social Community Homecare and Disability Services Industry Award (Social and Community Services Stream). Depending on the number of late

cancellations made, this charge may come out of NDIS funding, or, where this limit has been exceeded, will be invoiced directly to the participant or his/her nominee at the applicable DSP rate.

Inclusion Melbourne will cease the provision of support services where an invoice is outstanding three business days from the due date.

2. Staff Cancellation

Where a staff person has cancelled a shift, Inclusion Melbourne will consult with you regarding your preference to either provide an alternative staff person for that shift or reschedule the shift with your preferred worker. Inclusion Melbourne cannot guarantee that a shift will be filled at the agreed times in all instances, however will endeavour to do so. If the participant wishes to have the shift rescheduled, Inclusion Melbourne will consult with the relevant staff person to find an option suitable to both parties.

Inclusion Melbourne is not liable for any costs incurred by the participant as a result of the failure of a staff person's non-attendance.

Note: Inclusion Melbourne strongly recommends all people we support to work with a minimum of two staff members, to improve the likelihood of backfilling shifts.

3. Regular Cancellations

If a participant regularly cancels shifts Inclusion Melbourne is required to inform one of the Support Coordinator, Local Area Coordinator, Planner or Plan Manager. This is to advise the NDIS that the participant may not be able to achieve the goals outlined on the Plan, where there are continuing regular cancellations.

Inclusion Melbourne reserves the right to commence terminating the service agreement where there are multiple cancellations by the participant.

DOCUMENTATION

Documents related to this policy	
Related policies	Participant Fees & Charges Staff/ Volunteer Code of Conduct
Forms, record keeping or other organisational documents	Service Agreement

Reviewing and Approving this Policy	
Frequency:	Every 2 years
Approved by:	Manager, Personalised Supports

Policy review and version tracking			
Review	Date Approved	Approved by	Next Review Due
1	23/09/2016	Manager, Personalised Supports	23/09/2018
2			
3			

