

PURPOSE

The purpose of this policy is to:

- reflect the requirements of the NDIS Terms of Business for Registered Providers and the most current NDIA Price Guide.
- balance customer and organisational financial interests in relation to cancellations and no-shows, and
- make all reasonable attempts to safeguard customers who no-show.
- recover all expenses (activity fees) associated with the delivery of all community-based activities.
- provide clarify staff entitlements relating to the cancellation of AACCA-authorized shifts.

SCOPE

This policy applies to cancellations made by participants or families for booked shifts in the home or community. It describes under what circumstances associated costs can be recovered through NDIS packages. It also details the entitlements of full-time, part-time or casual employees when a shift is cancelled.

POLICY

This policy pertains to participants who have an NDIS package, as well as to those participants whose funding is through other sources. This policy aligns with the NDIA regarding the management of cancellation of services by a participant, according to the most recent NDIS Price Guide, even though we acknowledge participants may fund their support through other sources.

AACCA acknowledges the requirement also to follow relevant industrial laws when rostering and paying staff.

This policy is compliant with:

1. National Standards for Disability Services
2. NDIS Price Guide (most recent)
3. Social, Community, Home Care & Disability Services (SCHADS) Industry Award

PROCEDURES

Definitions

- Cancellation with Notice by participant/family: Cancellation of the scheduled delivery of supports with at least the notice as required by the Service Agreement.
- Short Notice Cancellation by participant/family: Where no notice or less than the notice period outlined in the most recent NDIS Price Guide has been given.
- No-show: When a customer does not attend the service, is unavailable, or is not at the agreed location to receive scheduled support.
- Support Worker Cancellation

Cancellations- NDIS service bookings

To cancel a service booking, families or participants will notify AACAA within the business hours of 8.30 am – 5.00 pm Monday to Friday. Participants/families are required to provide AACAA with the notice period outlined in the most recent NDIS Price Guide.

Cancellations – With notice by participant/family

Cancellations with appropriate notice, as outlined in the most recent NDIS Price Guide, will not incur a fee and the participant's NDIS plan will not be charged.

Cancellations – Short Notice Cancellation

There is no limitation to the number of short-notice cancellations that may be charged against a participant's NDIS plan. However, AACAA may seek to investigate and minimise an unusually high number of cancellations, as required by the duty of care. The NDIA will monitor claims for cancellations and may contact AACAA if they have concerns regarding a participant with an unusual number of cancellations.

When the participant attends part of the scheduled services without the required notice outlined in the most recent NDIS Price Guide, AACAA will claim for the entirety of the booked service.

AACAA will only claim from a participant's NDIS plan for a Short Notice Cancellation if the following conditions are met:

- The most recent NDIS Price Guide indicates that AACAA can claim for Short Notice Cancellations in respect of the support item; and
- The proposed charges for the activities comply with the most recent NDIS Price Guide; and
- AACAA has the agreement with the participant in advance; and
- AACAA was unable to find alternative billable work for the support worker and is required to pay the support worker for the time that would have been spent providing the support.

Cancellations – Support Worker Cancellation

A participant will not be liable for a cancellation fee, nor will a participant's NDIS plan be charged, if the cancellation of rostered support is due to an AACAA Support Worker Cancellation.

If a support worker makes a cancellation for a rostered shift, AACAA will endeavour to fill this shift with an alternative appropriate support worker. However, due to staffing resource limitations, this replacement is not guaranteed.

Cancellations – Staff payment

- If a rostered shift is cancelled and the required notice as outlined in the most recent NDIS Price Guide has not been given to the support worker, AACAA may direct the support worker to make-up time equivalent to the cancellation time. This time may be made up by working with other participants or in other areas of AACAA's business providing the support worker has the skill and competence to perform the work.
- If AACAA is unable to provide the support worker with other suitable work, they will be paid for the Short Notice Cancellation and AACAA will claim for the Short Notice Cancellation from the participant's NDIS plan.
- Where a full-time or part-time AACAA employee cancels their rostered shift, a leave request form and all relevant documentation will be required (e.g. medical certificate, certificate of capacity etc.)
- Where a casual employee cancels their rostered shift, no payment is made by AACAA to the support worker.

Safeguarding of no-shows

Where a participant fails, at short notice or without notice, to keep the scheduled arrangement for the support, AACCA must make every effort to contact the participant to determine if there is an additional problem. Where there is a specific risk that a participant will frequently make short-notice cancellations for support due to the nature of a person's disability or the nature of the support (e.g. behaviour intervention supports), AACCA should make individual arrangements to minimise the number of cancellations.

RELATED REFERENCES

- SCHADS Award 2022
- NDIS Pricing Arrangements and Price Limits 2022-23