

POLICY – NDIS SERVICE CANCELLATIONS

1.0 Purpose

This policy defines service cancellations and outlines the processes ALARA QLD Limited will use in the event of a Participant (Nominee/Representative) cancelling a scheduled support. This Policy complies with the NDIA Policy on the management of cancellation of services by a participant or their authorized representative or nominee.

The Policy applies to services that are procured through an NDIA agency booking and for services purchased by participants who are self-directing or supported through a Plan Management organisation.

2.0 Definitions:

Cancellations: Any cancellation of a scheduled **support** by the Participant (or their nominee/Representative)

Late Cancellation/Short Notice Cancellations: Any cancellation of a support where Rosters or Intake or On-Call (weekend/public holidays only) without the required notice outlined in the schedule included in this this policy. This includes a “no show”.

No Show: Refers to an individual not attending or being available without notice for a booked/scheduled service or where the individual is not at the agreed location within a reasonable time for the service.

Direct Support: One to one support for the individual provided in an in-home or community setting

Group Supports: Group or centre based supports where support is shared e.g., 1 staff person to 3 participants.

Programs of Support: A booked series of supports provided in a group (community or centre based) for a maximum of 6 months e.g., workshop series or other program of supports aimed at the achievement of specified outcomes.

Non-Face to Face (NF2F): Non-Face-to-Face Supports are services provided on behalf of an NDIS participant that do not require direct, in-person interaction. These can include activities like coordinating care, communicating with other service providers, and, importantly, preparing detailed reports that document the participant’s progress, challenges, and needs. There may be indirect support which is non-face to face (shopping, set up and clean away) required for you to attend a group-based activity.

Out of Pocket Expenses: Out of Pocket expenses that are payable or pre-paid based on booked numbers attending. This could include a group booking for tickets to theatre or an

event made to obtain the most cost-effective price for the participant of ensure co-located seating or Accommodation bookings for a camp, holiday or Getaway. Cancellation/refund conditions for out-of-pocket expenses will be included on booking forms for the specific activity.

3.0 Responsibilities:

Title	Action
Participant or their Authorised Representative or Nominee	Notify ALARA of cancellation of support or inability to attend scheduled service.
ALARA Coordinators/Facilitators	Ensure all participants or their authorised representative are provided with a copy of this policy. The policy also forms part of the NDIS Service Agreement.
Finance Team	Process any payments due as a result of a cancellation or no show in accordance with the notice periods outlined in this policy.

4.0 Effective Date:

First Issued: May 2017

Revised: July 2017

Revised: July 2018*

Revised: July 2020

Reviewed: July 2022

Revised: May 2023

Revised: November 2023

Revised: February 2024

Revised: December 2024

*(NB: This policy was temporarily replaced with the policy – NDIS Service Cancellations during the COVID-19 response from 26 March 2020 to 30 June 2020)

5.0 Content:

The National Disability Insurance Agency requires that organisations providing services under the National Disability Insurance Scheme (NDIS) have business arrangements in place to minimise the risk of cancellation, no show or late changes to the delivery of a scheduled support.

Notifying a Cancellation

During business hours (8am to 5pm) clients should contact the ALARA main office or talk directly to their Coordinator/Facilitator/Intake to make a cancellation. Outside of ordinary business hours (6am-8am and 5pm-8pm Monday to Friday and on weekends and public holidays cancellations can only be accepted on the after-hours number 0428192624.

ALARA will confirm the receipt of the cancellation with the individual by the agreed communication method (verbal, text, email) and inform the support worker and Coordinator/Facilitator.

For direct supports (individual in-home or community participation or group centre participation with a 1:1 staff/client ratio) ALARA will endeavor to reschedule the support to a time agreed with the participant if that is their preference.

Fees Payable on Cancellation of Rostered Individual Support by Participant

Where a participant or their representative/nominee makes a timely notification of cancellation of a one-to-one support (i.e., before 5 pm on the day prior) no late cancellation fee will be charged.

Please note that the main office number and individual Coordinator/Facilitator numbers are not monitored outside normal business hours.

Where a participant or their representative/nominee makes a late cancellation (after 5pm on the day prior) then the following late cancellation fee will be applied:

- One hour of support at the booked rate if the cancellation is made before the staff person is due to commence travel to the support
- Full cancellation (i.e., full amount for the booked support if the support worker has commenced travel to the support or has arrived at the agreed location for the support).

Late cancellation fees will be waived if the support worker can be redirected to alternative billable work with another participant.

If the support has commenced the full fee or the booked support will be charged even if the participant wishes to end the support early.

Fees Payable on Cancellation of attendance of a Group Bookings and Centre based program by Participant

Group bookings are calculated on a ratio of participants to staff (e.g., 2 participants to 1 staff person, 3 participants to 1 staff person) and the costs of that staff person are shared by participants. Non-Face to Face (Planning etc.) and where applicable centre based and transport costs are charged separately.

Seven (7) days' clear notice are required to avoid late cancellation fees i.e., being charged for the session and any associated costs (excluding kilometres) at the booked ratio rate.

In the event of a person who shares support being unable to attend a confirmed group activity, ALARA will endeavor to offer the service to an alternative participant or adjust staffing levels if there are other absences. In this instance the cancellation fee will be waived.

If the individual has commenced the program and chooses to leave early the full booked fee will be charged.

If you are unable to attend a session it is important to let the service know with as much notice as possible, so that any transport arrangements (if applicable) can be adjusted and ensure that staff know that they do not need to contact you to check on your welfare.

In the event of a person who shares support being unable to attend a confirmed group activity, ALARA will endeavor to offer the service to an alternative participant adjust staffing levels if there are other absences. In this instance the cancellation fee will be waived.

Programs of Support (POS)

ALARA offers a range of centre-based programs, group programs and workshop series where the booking is for the entire series rather than session by session. In this instance the booked sessions (including any capital cost/face to face and non-face to face component quoted) will be charged regardless of attendance.

Programs of Support will be a maximum of 6 months and at any time the participant can exercise the option to exit from the program by giving 14 days' notice.

Where a participant stops attending an agreed program of support but does not give notice then ALARA can claim up to 4 weeks from when the participant stopped attending (at which time they will be exited from the program) unless the participant notifies ALARA during that period that they wish to continue in the program of support.

The participant will not be charged for the session if the cancellation is made by ALARA on the basis of lack of capacity to deliver (e.g., venue access/program not possible due to COVID-19 restrictions).

Getaways/Holidays/Short Term Accommodation

For Getaways/Holidays and Short-Term Accommodation Support built at a **group ratio rate** (of greater than 8 hours duration and with an agreed total price of \$1000 or more) seven (7) clear days' notice is required to avoid full cancellation fees.

In the event of a person who shares support being unable to attend a confirmed group activity, ALARA will endeavor to offer the service to an alternative participant adjust staffing levels if there are other absences. In this instance the cancellation fee will be waived.

Activities with Prepaid Out of Pocket Costs

Where an activity involves out of pocket expenses e.g., pre-purchased tickets or accommodation it may not be possible to refund these costs in the event of a cancellation.

Where a cancellation fee (no refund, part refund) applies for a camp, retreat, workshop or activity out of pocket expenses this will be clearly stated on the flier. Staff taking the booking will ensure that the participant or their nominee or representative is aware of the conditions related to the booking.

Frequent or Regular Cancellations

There is no hard limit on the number of short notice cancellations which a provider can claim in respect of a participant however ALARA has a duty of care to participants and where there is an unusually high level of cancellations will discuss with the participant why this is occurring. The NDIA monitors claims for cancellations and may contact the provider in relation to a participant with an unusual number of cancellations.

Where there is a specific risk that a participant will frequently “not show” or cancel at the last minute for supports due to the nature of a person’s disability or the nature of the support, ALARA will work with the participant and their representative to put in place suitable individual arrangements to maximise the likelihood that the person will receive all their required supports.

ALARA QLD limited reserves the right to re-negotiate or terminate the service agreement where there are multiple late cancellations by the participant.

Special Circumstances

Cancellation fees may be waived if the participant experiences a catastrophe, e.g., unplanned emergency hospitalisation or death in the family. The decision to waive the charge does not apply to other circumstances and can only be approved by the Chief Service Officer or Chief Executive Officer.

Appeals

Service recipients and their carers/ advocates have the **right to appeal** against a given fee determination via the ALARA Complaints Management and Resolutions Process. Coordinators have responsibility to ensure that the client or their representative is fully informed of their right to appeal should they believe that the application of a cancellation fee in relation to a cancellation is contrary to this policy.

No Shows and Lack of Response to a Scheduled Visit

Where a participant fails, without notice, to keep the scheduled arrangement for the support, ALARA will make every effort to contact the participant/representative or their

alternative contact person to determine if there is an additional problem (e.g., the person has fallen out of bed and cannot raise an alarm, or there is a sudden break down in the informal supports). For more information about ALARA's procedures in the case of No Show or Lack of Response to a Scheduled Visit please refer to your *ALARA NDIS Participant Information Manual*.

Staff or Service Cancellation

Where a support worker has cancelled a support, ALARA will consult with you regarding your preference for an alternative known worker or if none are available an unknown worker. ALARA cannot guarantee that the support will be filled at the agreed time in all instances but will make every effort to do so. If the participant wishes to have the support rescheduled, then we will look at an option suited to the participant where the preferred staff is available.

NB: ALARA strongly recommends that participants consider having sufficient people trained on their support team to improve the likelihood of securing an available staff person in the event of a staff absence. The number of staff required will depend on the spread and coverage of hours and the complexity of support.

In instances where ALARA initiates the cancellation of a service due to operational reasons, there will be no charge and if possible ALARA will negotiate to reschedule at no penalty to either party.

6.0 Quality Standards:

Human Services Quality Standards:

DS Standard 1 – Governance and Management

DS Standard 2 – Service Access

DS Standard 5 – Feedback, Complaints and Appeals

NDIS Practice Standards:

Core Module


- Provider Governance and Operational Management
- Provision of Supports
 - Service Agreements with participants

7.0 Related Policies and Procedures

- Policy – Complaints Management and Resolutions
- Procedure – Complaints Stage 1
- Procedure – Complaints Stage 2-4
- Procedure – Privacy
- Procedure – Client does not respond to a Scheduled Visit

8.0 Reference Documents:

- Current NDIS Price Guide: VIC/NSW/QLD/TAS
- ALARA QLD Limited Price List for Services Provided under the National Disability Insurance Scheme
- NDIS Terms of Business for Registered Providers
- ALARA Client Information Manual for Services provided under the National Disability Insurance Scheme



**Chief Executive Officer
ALARA QLD Limited**

04/12/2024

Date: