

POLICY – SUPPORT AT HOME SERVICE CANCELLATIONS

1.0 Purpose

This policy defines service cancellations and outlines the processes ALARA QLD Limited (ALARA) will use in the event of a client (or their Nominee/Representative) cancelling a scheduled service. This Policy complies with the Aged Care Rules 2025 (effective 1 November 2025) on the management of cancellation of services by a client or their authorized representative or nominee.

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.

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: October 2025 (effective from 1 November 2025)

5.0 Content:

This policy applies to services delivered directly to a client under the Support at Home program including clients who self-manage and purchase services from ALARA.

Notifying a Cancellation (ALARA Direct Services)

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 (nursing services, 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 client if that is their preference.

Fees Payable on Cancellation of Rostered Individual Support by Participant

Where a client 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 to their package and any client contribution waived.

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

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

- 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. The participant contribution (where applicable) will also be charged for that hour of support
- Full cancellation (i.e., full amount for the booked support and client contribution if the support worker has commenced travel to the support or has arrived at the agreed location for the support).

Late cancellation fees (and the relevant client contribution) will be waived if the support worker can be redirected to alternative billable work with another client.

If the support has commenced the full fee for the booked support will be charged even if the client 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 clients to staff (e.g., 2 clients to 1 staff person, 3 clients to 1 staff person) and the costs of that staff person are shared by participants. Transport costs are charged separately.

48 hours clear notice is required to avoid a late cancellation fees (and associated client contributions) 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 client or adjust staffing levels if there are other absences. In this instance the cancellation fee (and associated client contribution will be waived.)

If the individual has commenced the program and choses 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 client or 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 it may not be possible to refund these costs in the event of a cancellation.

Where a cancellation fee applies for activity out of pocket expenses this will be clearly stated on the flier. Staff taking the booking will ensure that the client or their nominee or representative is aware of the conditions related to the booking.

Frequent or Regular Cancellations

Where there is a specific risk that a client will frequently “not show” or cancel at the last minute for supports due to the person’s health, circumstances or the nature of the support, ALARA will work with the client 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 client.

Special Circumstances

Cancellation fees may be waived if the client experiences a catastrophe, e.g., unplanned emergency hospitalisation, client experiencing a significant health issue or significant change or death in the family impacting on caring arrangements. Claims to waive cancellation fees are considered on a case-by-case basis. The decision to waive cancellation fees does can only be approved by the Chief Executive Officer.

Appeals

Clients and their carers/ advocates have the **right to appeal** against a given fee determination via the ALARA Complaints Management and Resolutions Process. Coordinators/Facilitators 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 client fails, without notice, to keep the scheduled arrangement for the support, ALARA will make every effort to contact the client/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 Support at Home 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 client wishes to have the support rescheduled, then we will look at an option suited to the client where the preferred staff is available.

NB: ALARA strongly recommends that client 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.

Contracted/Purchased Services

Where a funded aged care service from the Support at Home List is contracted or purchased by ALARA on behalf of the client from another organisation or business, the ALARA Care Partner will ensure that the client or their representative/nominee is aware of the cancellation policy of that organisation/business. The cancellation policy must comply with the Aged Care Rules 2025.

6.0 Quality Standards:

Aged Care Quality Standards:

Standard 2 – Ongoing Assessment and Planning with Consumers
Standard 6 – Feedback and Complaints
Standard 8 – Organisational Governance

NDIS Practice Standards:

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:

- Aged Care Rules 2025
- Support at Home Program Manual: A Guide for Registered Providers from 1 November 2025
- ALARA Client Information Manual for Services provided under the Support at Home Program



**Chief Executive Officer
ALARA QLD Limited**

6 October 2025

Date: