

Cancellation

1 At a glance

- Who** This policy applies to Sylvanvale (as an NDIS Provider), Sylvanvale Workers and NDIS Customers.
- What** This policy relates to Customer cancellations and no-shows regarding the provision of Clinical Services, ILLS, centre based supports (including After School Care, Vacation Care and Saturday Club) and short term accommodation (Loftus Centre-based Respite) in relation to NDIS funded supports.
- Supported Independent Living and the Mikarie Child Care Centre are outside the scope of this Policy.
- Why** To reflect the requirements of the NDIS Terms of Business for Registered Providers and the NDIS Price Guide.
- To make all reasonable attempts to ensure the safety of Customers who are no-shows.
- <https://www.ndis.gov.au/providers/price-guides-and-information>



In the event you need to cancel a service you have booked with Sylvanvale please contact us on: 1300 244 577 Between the hours of 8am – 5pm

2 Policy

2.1 Structure and content

Purpose

 NDIA PRICE GUIDE and Information

This policy refers to cancellation of services (supports) and/or failure to attend (no show) a scheduled appointment that is a NDIS funded support.

Its purpose is to ensure Customers, Staff and Contract Service Providers understand the processes and obligations to service Customers regarding cancellation of supports and no shows.

Specifically, it addresses the required notice and consequences, including impact on Customer plans, if Customers cancel supports or fail to attend (no show) a scheduled appointment.

How Pricing Works



Support Service Agreement



Schedule of Support

The NDIA sets the price for some supports to make sure they provide value for money for Customers.

Changes to prices are updated to respond to market trends and changes in costs and are generally identified through an Annual Price Review.

The Annual Price Review is undertaken by the NDIA in the lead up to the new financial year, with any new prices outlined in an updated price guide, effective 1 July each year.

Additional price changes may occur outside of the Annual Price Review cycle due to legislated changes made by the NDIA, and Sylvanvale reserves the right to immediately amend/update its pricing in accordance with these changes.

Compliance

 NDIA PRICE GUIDE and NDIS Terms of Business

This Cancellation Policy and related procedure(s) is compliant with:

- the NDIS Practice Standards and Quality Indicators
- Cancellations and “no shows” of scheduled supports (NDIA Price Guide and NDIS Terms of Business).
- National Disability Insurance Scheme (NDIS)
- National Disability Insurance Agency (NDIA)

Please refer to the NDIS provider website for the most accurate information with regard to cancellations.

2.2 Cancellations

Short Notice Cancellation

 NDIS Price Guide

A cancellation classified as a Short Notice Cancellation is determined when a Customer;

- does not show up for a scheduled support within a reasonable time, or is not present at the agreed place and within a reasonable time when the Worker is travelling to deliver the support; or
- has given less than ten (10) clear business days' notice for a support that meets both of the following conditions:
 - the support is less than 8 hours continuous duration; AND
 - the agreed total price for the support is less than \$1000; or
- has given less than five (5) clear business days' notice for any other support.

When Sylvanvale receives a Short Notice Cancellation (or no show) we recover up to 100% of the agreed fee associated with the activity, subject to the terms of the Service Agreement with the Customer and the NDIS Price Guide.

Sylvanvale will only charge for a Short Notice Cancellation (or no show) if we have not found alternate billable work for the relevant worker and are required to pay the worker for the time that would have been spent providing the support.

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Duty of Care – No Show

In the event of a no-show Sylvanvale will:

- Phone the Customer to check on their safety (if appropriate to do so).
- Look through windows at the Customer's residence to check if the Customer can be seen and then try the front door of the house (if onsite and safe to do so).
- Check if the Customer's vehicle is onsite (if applicable).
- Phone the nominated emergency contact person (if Customer cannot be reached).
- Contact the Site/Hub Manager (or equivalent) and seek direction on next steps (if Customer and their emergency contact person are not contactable).

The Site/Regional Manager (or equivalent) will:

- Assess and determine the next steps including whether to persist with contacting the Customer, their emergency contact person or other authorities having regard for what is known about the with their behaviours and risks.
- Advise the Rostering Coordinators of the no-show and make a decision regarding the employee's next engagement (if relevant).

Special Circumstance

Charges may be waived if the Customer has experienced a catastrophe, e.g. death in the family.

The decision to waive the charge will be made by the relevant Sylvanvale Regional Manager. The discretion not to charge DOES NOT apply in any other circumstances and CANNOT be exercised by other levels of staff.

If Sylvanvale cancels the scheduled service/program or staff fail to show, then there is no charge to the Customer and the support will be rescheduled. The responsible Site Manager will make all reasonable attempts to check on the welfare of the Customer on that day.

2.3 Standards, laws and other contractual obligations

Standards

- National Disability Insurance Scheme (Provider Registration and Practice Standards) Rules 2018

Legislation or other requirements

- National Disability Insurance Scheme Act 2013

Contractual obligations

- NDIS Terms of Business for Registered Providers
- NDIA Price Guide

2.4 Review, approval and document controls

Policy name	Cancellation Policy
Review frequency	Every 3 years
Person responsible	Matt Donnelly, Executive Corporate Experience
Approval	Leanne Fretten, Chief Executive Officer (CEO) or Board

Review	Date approved	Approved by	Next review due
1	30/01/2017	Leanne Fretten	30/01/2020
2	15/10/2019	Leanne Fretten	16/10/2022