

## Policy

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Section	NDIS Policies
Topic	Cancellation and No-shows
Distribution	All Staff, All Participants
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## Intent

Silverlea Early Childhood Services are dedicated to the delivery of quality and efficient services and supports under the National Disability Insurance Scheme (NDIS).

This policy identifies the organisations classifications of 'no-show' and 'cancellation', as well as the standards to be applied for cancellations and no-shows to maximise the likelihood that customers and clients receive all services and supports as detailed in their service agreement and plan.

Silverlea Early Childhood Services aims:

- To provide quality and efficient services and supports under the National Disability Insurance Scheme (NDIS).
- To reflect the requirements of the NDIS Terms of Business for Registered Providers and the most current NDIA Price Guide.
- To balance customer and organisational financial interests in relation to cancellations and no-shows, and
- To make all reasonable attempts to safeguard customers who no-show.

## Outcomes

To clarify the definitions of 'cancellation' and 'no show' and set out the procedures which should be followed in the event of a cancellation or no show. This policy also stipulates the consequences of cancellation and no show within the NDIS guidelines and safeguards the participant and provider in line with the NDIS Practice Standards.

## Procedures

### 2.1 Definitions

The definitions incorporated within are not the only definitions and staff may need to consider the relevant legislation for further definitions which may apply.

- Cancellation: Where notice of a family/client's inability to attend a scheduled support or meeting is given within the minimum notice period, as defined below.

- No-show: When a family/client does not attend a scheduled support or meeting, or is not at the agreed location to receive a scheduled support or meeting and no notice is given. This is inclusive of events where a staff member is told on arrival, at a home residence to deliver a scheduled support that they will not be able to deliver the service.
- Minimum notification period: For the purposes of this policy and the following procedure the minimum notification period is 24 hours.
- Cancellation with Notice: Cancellation of the scheduled delivery of supports with at least the notice of 24 hours as required and defined below.
- Cancellation without Notice: Where a client/family cancels a scheduled service with less than the minimum notice required, as defined below.

## Cancellations

The minimum notice period for cancellation of scheduled supports/groups/sessions/meetings is 24 hours before the scheduled support/group/session/meeting is due to begin.

To cancel an appointment/scheduled support families/clients can notify Silverlea Early Childhood Services at any time by telephoning the centre on (08) 80873971. Please leave a message on the answering machine if it is out of business hours. Other forms of notification such as messages to Facebook, text messaging and verbally communicating the message to another client/family to or to be passed onto Educator/Keyworker are not accepted under any circumstances.

Where supports are cancelled with a minimum of 24 hours' notice prior to the scheduled service, no charge applies.

If 24 hours' notice is not provided or the client is a no-show, Silverlea Early Childhood Services will charge the customer for the supports that would have been delivered. As per the NDIS Price Guide which states; The provider can charge up to 90% of the given supports hourly rate for a short notice or no notice cancellation. There is no limit on the amount of times the provider can charge for a short notice or no notice cancellation. However, the provider has a duty of care to their clients and should seek to understand why the cancellation or no shows are occurring.

Supports being delivered within educational settings such as mainstream primary schools and preschools are not able to be rescheduled due to agreements being made with Teachers and Principals on the times and dates when children can be supported. Sessions held outside of schools such as in the home or at Silverlea Early Childhood Services are also limited in their ability to be rescheduled by the capacity and sessions already booked in around them.

If your child is not at school or preschool and you have a scheduled session on the day your child is absent. It is parent/carer responsibly to inform Silverlea that your child is absent. It is not the responsibility of the Teacher or school to contact Silverlea and report your child as absent. Please be respectful of staff time and contact Silverlea to report the absence so that

our staff do not attend and find your child is not at school. Please be aware due to the inability to reschedule in education settings **without 24** hours notice you will be charged at 90% of the hourly rate in line with the NDIS price guide.

If the CEO deems satisfactory reasoning for rescheduling and there is a possibility that the session can be rescheduled Silverlea will email you with available dates and times. If no notice has been given, the session will be charged at 90% of the hourly rate as per the NDIS price guide and in line with NDIS guidelines and Silverlea will seek to investigate the reasoning for the no show without notice by contacting the family if it occurs for two consecutive sessions.

## Special circumstances

Charges may be waived if the customer has experienced a catastrophe, e.g. emergency hospitalisation or a death in the family.

The decision to waive the charge will be made by The Executive Director. The discretion not to charge does not apply in any other circumstances and is not exercisable by other staff.

## Safeguarding and no-shows

In the event of a no-show, the employee rostered to support the client/family will complete the following in sequence unless they are sure of the client/families safety:

- Contact the Appropriate Director and seek direction on next steps.

The Director will:

- Assess and determine the next steps.
- Make a decision regarding the employee's next engagement (if relevant) and access the impact of the no-show on the participants plan in relation to supports and achieving goals set.

Should two consecutive appointments be no-shows a staff member will contact client/family to discuss service delivery in relation to the supports and goals set by the participants plan.

This may result in;

- The Service agreement being put on hold for an agreed period
- The service agreement (including times, dates and locations for delivery) being reviewed to avoid further cancellations (For example: Changing center-based sessions to home visits due to no transport)

This policy is subject to change in accordance with the NDIA Independent Pricing Reviews and any revisions which are made by the NDIA.

## Supporting Documents, Legislation and References

- Privacy Act 1988
- Australian Privacy Principles

- NDIS Act 2013
- NDIS Practice Standards
- NSW Disability Services Standards
- NSW Work Health and Safety Act 2011
- NSW Work Health and Safety Regulations 2011
- Education and Care Services National Regulations 2011
- Children (Education and Care National Law Application) Act 2010
- Silverlea Early Childhood Services Code of Conduct
- Silverlea Early Childhood Services Induction Policy
- Silverlea Early Childhood Services Complaints Policy and Complaints Form
- Silverlea Early Childhood Services Keeping Records Policy
- Education and Care Services National Regulations 2011
- Children (Education and Care National Law Application) Act 2010

## Relevant Early Childhood Professional Standards

- Education and Care Services National Regulations 2011: 73
- National Quality Standard 2011
- 2.3.1 Children are supervised at all times
- 7.3.1 Records and information are stored appropriately to ensure confidentiality, are available from the service and are maintained in accordance with legislative requirements
- 7.3.2 Administrative systems are established and maintained to ensure the effective operation of the service
- 7.3.3 The regulatory authority is notified of any changes to the operation of the service, of serious incidents and of any complaints which allege a breach of legislation

## Complaints

If you have any concerns regarding this policy, you can raise this with Silverlea Early Childhood Services Inc or request our complaints policy and form by contacting us on the details below. We take all complaints seriously and we will endeavour to respond to your complaint and address your concerns as soon as reasonably practicable.

Phone: (08) 8087 3971

Email: [silverlea@earlychildhoodservice.com](mailto:silverlea@earlychildhoodservice.com)

Post: PO Box 984, Broken Hill, NSW, 2880

If you have a concern about Silverlea's NDIS supports or services, it is important that you talk about it.

Complaints are important—they can help providers understand what is important to people with disability and improve the quality of services they provide, so your complaint can help other people too.

If you feel comfortable, you are encouraged to raise your concern or complaint with your provider first, as this is often the best way to have your issue resolved quickly. All registered NDIS providers must have a complaints management and resolution system in place. If the provider is unable to resolve your concern or complaint, then you should seek further support.

You may seek support from family, a friend or an independent advocate in making a complaint. For further information see: Disability Advocacy.

If you are in New South Wales, South Australia, the Australian Capital Territory, Northern Territory, Queensland, Victoria or Tasmania, a complaint can be made to the NDIS Commission by:

- Phoning: 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged.
- National Relay Service and ask for 1800 035 544.
- Completing a complaint contact form.

The NDIS Commission can take complaints from anyone about:

- NDIS services or supports that were not provided in a safe and respectful way
- NDIS services and supports that were not delivered to an appropriate standard
- how an NDIS provider has managed a complaint about services or supports provided to an NDIS participant

As well as dealing with complaints, the NDIS Commission works to educate providers about delivering quality and safe supports, and effectively responding to complaints. If a complaint raises a serious compliance issue, the NDIS Commission has powers to take action.

## Changes to this policy

Silverlea Early Childcare Services Inc has the discretion to update this policy at any time. When we do, we will revise the updated date on page one. We encourage you to check this page frequently for any changes to stay informed. You acknowledge and agree that it is your responsibility to review this policy periodically and become aware of modifications.

## Amendments

This policy can be amended by Executive Director or Board.

## Authorisation

This policy is authorised and signed by the Board/Executive Director.

# Cancellation No-shows Policy

NAME

POSITION

\_\_\_\_\_

\_\_\_\_\_

SIGNATURE

DATE

## Your acceptance of this policy

You signify you have read and understood and accept this *policy and any accompanying procedures* by providing your signature in the panel below. If you do not agree with this policy, do not sign.

## Read and Understood

NAME

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

SIGNATURE

DATE