



# Cancellations and No-Shows Policy and Procedures

## 1. 1 Policy

Autism West aims:

- to reflect the requirements of the NDIS Terms of Business for Registered Providers and the most current NDIA Price Guide.
- to balance participants and organisational financial interests in relation to cancellations and no-shows, and
- to make all reasonable attempts to safeguard participants who no-show.

## 2. 2 Procedures

### Definitions

- Cancellation With Notice: Cancellation of the scheduled delivery of supports with at least the notice as required by the Service Agreement.
- Cancellation Without Notice: Where no notice or less than the notice period required by the Service Agreement has been given.
- No-show: When a participant does not attend the service, is not available, or is not at the agreed location to receive a scheduled support.

### Cancellations

If unable to attend a session, participants can notify their group leader via phone or email. Participants can also call the Autism West office on (08) 9431 2111 between the hours of 9 and 5.

Where end of service is requested to be cancelled with notice (as set out in the Service Agreement), no charge applies.

For all Social Support Weekly Groups, In the event that notice is not provided by 3pm prior to the day of attendance for Weekly Social Support Groups, or the participant no-shows, Autism West will charge the customer for the supports that would have been delivered.

For all Telethon Holiday Makers programs, once a booking has been made, no cancellations will be permitted.

Flexibility will be considered on a case by case basis however this will strictly apply to non - excursion / incursion days only.

All requests must be in writing to the Telethon holiday Makers program Coordinator

- For personal care and community access supports only:
  - Up to and including 8 occasions a year: The National Disability Insurance Agency permits that cancellations without notice and no-shows can be charged against the NDIA plan up to (and including) 8 times a year. Each group leader will be logging attendance on Autism West's customer relationship management tool, Anson. On here it can be recorded if participants did not come and for what reason, allowing group leaders to keep track of cancellations without notice and no-shows.
  - Ninth or more occasions: Where customers have cancelled or are no-shows on 9 or more occasions in a year, Autism West will notify the NDIA. Ongoing service provision may immediately be affected. With group leaders logging attendance on the customer relationship management tool it can be seen how many sessions participants have missed and why. If the number of sessions missed reaches nine or more then the accounts manager at Autism West will generate an invoice and deliver it to the relevant party.

### **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 CEO of Autism West. 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 customers will complete the following in sequence unless they are sure of the customer's safety:

- phone the customer to check on their safety (if appropriate to do so)
- phone the nominated emergency contact person
- contact the Operations Manager and seek direction on next steps.

The Operations Manager will:

- assess and determine the next steps including whether to persist with contacting the customer, their emergency contact person or other authorities having regard to what is known about the customer, their behaviours and risks.