

047 – CANCELLATION POLICY OPERATIONAL POLICY



POLICY TITLE:	047 – CANCELLATION POLICY		
VERSION:	003	DATE EFFECTIVE:	01/07/2016
AUTHORISED BY:	Chief Executive Officer	DATE REVIEWED:	08/08/2022

PURPOSE

To ensure that ARC Disability Services Inc. (ARC) provides clear information regarding expectations of participants to give the required reasonable notice when cancelling support to minimise the risk of participants incurring service charges by not following the correct procedures. ARC aims to be as flexible as possible to respond to the changing needs of participants, however, we do also need to meet our obligations under industrial laws in regard to rostering and paying staff appropriately.

SCOPE

CEO, Management/Leadership Team and Coordination Team.

IMPLEMENTATION

In order to provide a full range of services at the most efficient price, maximising opportunities for participants, ARC is very mindful of not wasting resources. Our human resources are one of our most important factors in offering quality services, and in order to ensure efficient and effective management of our teams it is important for everyone to be mindful of the complexities of rostering staff. To this end we need participants and their families to understand the importance of providing the required reasonable notice to ARC when they choose that support is not required or they will not be attending group activities. Likewise, staff are expected to give as much notice as possible if they are unable to work, in order that we may make every effort to provide an appropriate alternative staff member.

REQUIRED REASONABLE NOTICE

It is the policy of ARC that where the required reasonable notice is not given or no notice is given by a participant when cancelling supports that the participant will be charged at 100% of the prescribed cost of the service provision. To assist with cancellations outside of business hours; ARC has a specific emergency on-call phone which can also be contacted for cancellations. The number for this phone is 0499 111 432. If a cancellation is required out of hours to adhere to this policy; a message can be left at this number. ARC will honour the time of the message as the cancellation to prevent any potential costs.

INDIVIDUAL OR SHARED SUPPORTS

Required reasonable notice cancellations for individual or shared supports must be made before 3pm the day before the support or service which is to be cancelled. There will be no charge for cancellations that comply with this required reasonable notice requirement.

Cancellations which do not comply with the above required reasonable notice timeframes will be charged at 100% of the full cost of the support as per the prescribed rate.

In the situation when no notice is given i.e. a “no show” ARC will endeavour to contact the person or their family member to ascertain if there is an additional or unplanned problem or circumstance which requires support or assistance. “No shows” will be charged for at 100% of the prescribed rate unless otherwise negotiated and agreed with the organisation due to exceptional circumstances.

SILS & GROUP PROGRAMS – PROGRAMS OF SUPPORT

As per the NDIS’s Price Guide; Group Program Supports will be entered into a 12 week program of support. Participants are agreeing to purchase into these group services for the duration of agreement. Subsequently no cancellation allowance is included within these programs. 100% of services will be claimed as per the group

POLICY	Document No.: GOV03-FORM-01	Version No.: 1A
Release Date: 12 February 2020	Uncontrolled if Printed	Page 1 of 3

047 – CANCELLATION POLICY OPERATIONAL POLICY



program service agreement, for the duration of the agreement. Should a participant wish to conclude their group program, 14 days' notice is required.

TRANSPORT

The above "program of support" agreement is the same for "Group Transport" within Programs.

SHORT TERM ACCOMMODATION/HOLIDAY HOUSE

Required reasonable notice cancellations for STA/Holiday House stays must be made before 3pm the day before the service which is to be cancelled. There will be no charge for cancellations that comply with this required reasonable notice requirement.

Cancellations which do not comply with the above required reasonable notice timeframes will be charged at 100% of the full cost of the support as per the prescribed rate up to a maximum of 48 hours.

In the situation when no notice is given i.e. a "no show" ARC will endeavour to contact the person or their family member to ascertain if there is an additional or unplanned problem or circumstance which requires support or assistance. "No shows" will be charged at 100% of the full cost of the support as per the prescribed rate up to a maximum of 48 hours unless otherwise negotiated and agreed with the organisation due to exceptional circumstances.

FURTHER INFORMATION

For further information, please speak with your ARC Coordinator. ARC understands that people's circumstances change and ARC is more than happy to be flexible and work with all participants to tailor individualised responses to your needs. This policy is not intended to reduce flexibility but to make sure ARC can continue to provide participants with the best possible level of support into the future.

QUICK REFERENCE GUIDE

Below is a quick reference guide for the required notice by ARC Disability Services Inc. when cancelling supports. Where the required notice has not been provided, ARC will charge the full costs incurred in providing the support.

TYPE OF SUPPORT	NOTICE GIVEN	RATE CHARGED
Individual or Shared Support	ARC to be notified 3pm the day prior	Support not Charged.
Individual or Shared Support	No show or not notified before 3pm day prior	Support Charged at 100% of the prescribed rate.
STA or Holiday House	ARC to be notified 3pm the day prior	Support not Charged.
STA or Holiday House	No show or not notified before 3pm day prior	Support Charged at 100% of the prescribed rate up to cap of 48 hours.
Group Programs/SILS	N/A – 12 week agreement no cancellation allowance included within agreement.	
Transport	N/A – 12 week agreement no cancellation allowance included within agreement.	
TIME OF CANCELLATION	NUMBER	METHOD
Office hours Cancellations	07 4046 3600	Please speak with a team member
Out of hours Cancellations	0499 111 432	Please leave a message

POLICY	Document No.: GOV03-FORM-01	Version No.: 1A
Release Date: 12 February 2020	Uncontrolled if Printed	Page 2 of 3

REFERENCES

NDIS Act 2013
Social, Community, Home Care and Disability Services Industry Award 2010
Fair Work Act 2009
NDIS Price Guide 2020-2021

AUTHORISATION

This Policy is approved and issued by:



BENJAMIN KEAST

Chief Executive Officer

POLICY	Document No.: GOV03-FORM-01	Version No.: 1A
Release Date: 12 February 2020	Uncontrolled if Printed	Page 3 of 3