

# Operational Policy – O 47

## Cancellation Policy

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### **PREAMBLE**

In order to provide a full range of services at the most efficient price, maximizing opportunities for service users, 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 service users to understand the importance of providing the required reasonable notice to ARC when service users 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.

### **PURPOSE**

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

### **RESPONSIBILITY FOR IMPLEMENTING POLICY**

CEO, CFO General Managers, HR & Operations Officer.

### **Cancellations Required Reasonable Notice Policy**

It is the policy of ARC Disability Services Inc. that where the required reasonable notice is not given or no notice is given by a service user when cancelling supports that the service user will be charged the cost of the service provision.

#### **Individual or shared support**

Required reasonable notice cancellations for individual or shared supports must be made during office hours (Monday to Friday 8.30am to 4.30pm) before 4pm the day before the support or service which is to be cancelled, for supports commencing before midday. There will be no charge for cancellations that comply with this required reasonable notice requirement.

Cancellations for individual or shared supports must be made during office hours (Monday to Friday 8.30am to 4.30pm) before 9am the day of the support or service which is to be cancelled, for supports commencing from Midday onwards. 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 the full cost of the support incurred by the organisation.

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 the full cost of the support incurred by the organisation unless otherwise negotiated and agreed with the organisation due to exceptional circumstances.

#### **Group Programs**

Required reasonable notice cancellations for attendance at group programs need to be communicated to the office with as much notice as possible. As supports are shared on varying ratios per staff member, the required reasonable notice for cancellation of attendance at group programs is 24hrs notice *during office hours (Monday – Friday 8:30am – 4:30pm)* but not less than the required reasonable notice. If less than 24hrs notice *during office hours* is given the group program full charge will be incurred. We understand that people become unwell and have short notice situations occur, however due to the nature of shared supports in a group setting, booked in 12 week blocks, the organisation still incurs the cost of the staff member.

**Transport**

Cancellations for transport must be made during office hours (Monday to Friday 8.30am to 4.30pm) before 4pm the day before the scheduled transport which is to be provided before midday. There will be no charge for cancellations that comply with this required reasonable notice requirement.

Cancellations for transport must be made during office hours (Monday to Friday 8.30am to 4.30pm) before 9am the day of the scheduled transport which is to be provided from midday onwards. 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 the full cost of the transport schedule.

**Further information**

For further information please speak with your client services coordinator. ARC understands that people’s circumstances change and ARC is more than happy to be flexible and work with all service users to tailor individualised responses to your needs. This policy is not intended to reduce flexibility but to make sure ARC can continue to provide service users 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 Disability Services Inc. will charge the full costs incurred in providing the support.

Individual or Shared Support	Shift commencing before midday	ARC to be notified 4pm the day prior
Individual or Shared Support	Shift commencing after midday	ARC to be notified 9am the day of
Individual or Shared Support	No show or No Notice	Full charge will be imposed
Group Programs	Less than 24 hours’ notice	Full charge will be imposed
Transport	Commencing before midday	ARC to be notified 4pm the day prior
Transport	Commencing after midday	ARC to be notified 9am the day of
Transport	No show or No Notice	Full charge will be imposed