

Policy: 3.5	Cancellations Policy
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<p>Policy Statement:</p> <p>ODEEP is committed to effectively managing resources in order to maximise the supports available to the greatest number of families and children in the most efficient manner.</p> <p>ODEEP will put into place effective business arrangements to minimise the risk of cancellations, “no shows” or late changes to the delivery of a scheduled support. These arrangements will include making appointments on days and times that suit parents/carers where possible, sending reminders to parents/carers about scheduled appointments and rescheduling the appointment as soon as it is possible if a family cannot make the scheduled appointment.</p> <p>Where participants make short-notice cancellations for services, or are “no shows”, ODEEP will charge, as per the NDIS Price Guide, a cancellation fee of 100% of the agreed price for the cancelled appointment. There is no limit to the number of chargeable cancellations. This will apply to NDIA, plan managed or self – managed plans.</p>

Responsibilities and delegations	
This policy applies to	This policy applies to ODEEP staff, volunteers, contractors and appointments with families and children for early intervention and therapeutic supports.
Specific responsibilities	This policy is developed by the CEO and reviewed by ODEEP staff and Board of Directors. It is communicated and implemented by the CEO and staff.
Policy approval	ODEEP CEO

Policy context – this policy relates to:	
Standards	NDIS Practice Standards and Quality Indicators 2018
Legislation	NDIS Act 2013
Organisation policies	Service Access Policy Complaints and Feedback Policy
Forms, record keeping, other documents	NDIS ODEEP Service Agreement ODEEP Schedule of Supports “Echidna” CRMS – cancellations

Definitions:

Cancellations: Advice by a parent/carer or other professional that they are unavailable for their scheduled appointment with an ODEEP staff member.

No–Show: Parent/carer does not attend scheduled appointment with ODEEP staff or is not home when staff visit for scheduled appointment, or child is not in the classroom, and have not cancelled.

Short Notice Cancellations: Short notice cancellations are advice from a parent/carer that they are unavailable for their scheduled appointment and are chargeable if the appointment isn't cancelled via text, email or phone call to the centre, 2 business days prior to the appointment.

Procedures:

When parents/carers need to cancel:

- Parents/carers are requested to provide as much notice as reasonably possible if an appointment needs to be cancelled.
- It is preferred that cancellations are made by phone to administration staff at ODEEP so that an effort can be made to fill the vacancy with another available family as soon as possible.
- Families can also advise of cancellations through the ODEEP SMS, reply system or emailing admin@odeep.com.au.

ODEEP staff:

- ODEEP staff will book appointments at least one week in advance unless filling a casual vacancy created by a cancellation.
- ODEEP staff will make every effort to ensure parent's/carers and teachers are aware of appointment dates and times by using one or more of these resources:
 1. Providing appointment cards.
 2. Noting appointment details on the family's Service Report.
 3. Emailing to confirm.
 4. SMS reminders 3 business days and 1 business day prior to the appointment.
- A high number of no–shows and cancellations which are not a result of unforeseen circumstances may result in a review of the Service Agreement. This will be at the discretion of the ODEEP CEO or Practice Manager.

When ODEEP staff need to cancel:

- As much notice as is reasonably possible will be given to a parent/carer or other professional.
- The appointment will be rescheduled to occur within a fortnight unless circumstances do not allow this to occur.
- Staff will ensure that the parent/carer is aware of the cancellation.
- In the case where a staff member is absent for an extended period, ODEEP will make every effort to meet the planned schedule of supports through other staff.

Record of policy development		
Version	Date approved	Date for review
Version 3	22 March 2019	July 2022
Version 4	November 2021	November 2022