

Cancellations Policy

PURPOSE

AHH Lifeskills understands there are times when planned sessions cannot go ahead. Costs are incurred by AHH Lifeskills regardless of whether a client attends a session. This policy aims to minimise the negative effect on both AHH Lifeskills and its clients when a session is cancelled.

SCOPE

This Policy applies to all employees of AHH Lifeskills Pty Ltd. A reference to “employees” or “staff” includes permanent, fixed-term, temporary and casual employees, directors, contractors, volunteers and other representatives acting on behalf of AHH Lifeskills in any capacity. This Policy applies to all clients who access services provided by AHH Lifeskills Pty Ltd.

POLICY

AHH Lifeskills aims 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. AHH Lifeskills policy reflects the requirements of the relevant government agencies for the funding being utilized to pay for the service (e.g. National Disability Insurance Scheme (NDIS) Terms of Business for Registered Providers and the most current National Disability Insurance Agency (NDIA) Price Guide, or other).

DEFINITIONS

- **Adequate Notice:**
Cancellations with more than two (2) business days’ notice.
- **Inadequate Notice:**
Cancellation of the scheduled delivery of supports from between two (2) business days’ notice and prior to 3.00pm on the day before the scheduled service.
- **Short-Notice:**
Cancellation of the scheduled delivery of supports after 3.00pm the day before the scheduled service.
- **No Show:**
Non-attendance for scheduled delivery of supports without notice.

Our Business Day

Monday to Friday 9.00am to 5.00pm.

PROCEDURE

Cancellations

AHH Lifeskills Cancellation Policy will be discussed with all clients at the time of the initial request for services, whether face to face, telephone or email.

AHH Lifeskills Cancellation Policy will be discussed with all clients before signing an AHH Lifeskills Service Agreement.

To cancel an appointment, clients can notify AHH Lifeskills within the business hours of 9.00am-5.00pm. Alternatively, clients may leave a message if contacting over a weekend or public holiday. However, the business days’ notice periods still apply.

Notice Periods

1. Where AHH Lifeskills cancels as the service provider, no charge is made to either the participant or to NDIS.
2. Where the participant cancels after 3 pm of the day before service delivery, AHH Lifeskills will charge 100% of the scheduled fee .
3. Where the participant cancels before 3 pm of the previous day, no charge will be incurred.

NDIS Funded Services

1. Personal Care and Community Access Supports
 - NDIA permits cancellations with short-notice or no notice being charged against the NDIA plan. This will be recorded on the service delivery form as a short-notice or no-notice cancellation and 100% of the session fee will be charged to the client's NDIS plan.
2. Short Term Accommodation (STA – formerly known as Respite)
 - For each booking, as per the related categories 1 and 3.
3. Other Supports
 - Where the NDIA does not permit charges against the NDIA plan, the customer will be personally charged according to the notice periods as described. This will be recorded on the service delivery record and the relevant charge will be invoiced to the client personally. A cancellation will be noted on the invoicing spreadsheet as a cancellation and relevant details will be added, including the invoice going directly to the client.

All Other forms of Payment

For all other sources of payment for services including self-funding, AHH Lifeskills will invoice the client directly for payment according to the notice periods outlined above.

Special Circumstances Charges may be waived if the customer has experienced a significant event, e.g. emergency hospitalization or a death in the family. The decision to waive the charge will be made only by the Manager of the relevant service.

Safeguarding and No-Shows

In the event of a no-show, the employee scheduled to support the client will make every attempt to contact the client to determine if there are any special circumstances or safety concerns for the client:

- telephone the client to check on their safety (if appropriate to do so);
- telephone the client's nominated emergency contact person;
- contact the relevant AHH Lifeskills Direct Care Co-ordinator and seek direction on next steps.

The Direct Care Co-ordinator will:

- assess and determine the next steps including whether to persist with contacting the client, their emergency contact person or other authorities having regard to what is known about the client, their behaviours and risks; and
- make a decision regarding the client's next appointment (if relevant), including sending a reminder SMS and/or telephone call.

Suspension of Services

There are times when clients request a temporary suspension of service delivery due to personal circumstances, such as travelling overseas, holidays, etc. AHH Lifeskills is unable to hold a placement without payment. If the client wishes the place to be held open until their return, the client must pay for the service during the period of absence. If the client chooses not to pay for that position and it is still available on the client's return, they will be restored to that service.