

**POLICY NUMBER: NDIS SER DEL 19**

## INTENT

Real Living Options Association Inc. acknowledges that from time to time a Participant and/or their Nominee, or Real Living Options Association Inc. may need to either cancel a rostered shift or period of rostered shifts or change the rostered hours for the delivery of a service, due to unforeseen circumstances or planned events.

## DEFINITION

*Cancellation – the act of cancelling or stopping something that has been arranged.*

*No Shows – refers to a booking or appointment that has been made but is not attended or cancelled*

*Provider - means an individual or organisation that delivers a support or service to a Participant of the NDIS.*

## POLICY STATEMENTS

- Real Living Options Association Inc. is a Registered Provider of Supports under the National Disability Insurance Scheme.
- In accordance with the NDIS Terms of Business, Real Living Options Association Inc. has arrangements in place to minimise the risk of cancellations, no shows or late change to scheduled supports.
- Real Living Options Association Inc., a not-for-profit organisation, provides effective and efficient quality support service within tight financial and other resource constraints, that assist Participants to make choices about their service delivery that contribute to achieving their goals.
- The Participant's Individual Service Agreement sets out the mutually agreed terms and conditions of the permitted cancellation and rescheduling of their services.

## PROCEDURES

Late cancellations and/or no shows for scheduled support by Participants can arise for a variety of reasons and Real Living Options Association Inc. is sensitive to and will appropriately respond to any needs to cancel or reschedule support services due to unforeseen circumstances that result in a cancellation or no-show.

### Change or cancellation of a rostered shift by a Participant

- Should the Participant and/or Nominee of the Participant need to change or cancel the rostered hours of an arranged shift a minimum of seven (7) clear days' notice must be provided to Real Living Options Association Inc.
- Real Living Options Association Inc. exercises its right to use discretion in some cases where an alternate agreed solution may be an outcome.
- Where notice of less than seven (7) clear days' notice for a cancellation of services is provided by a Participant or their Representative/Nominee, Real Living Options Association Inc. has the right to lodge a payment claim for all of the rostered hours

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| Date Adopted: | 30.11.17                                                                                                                                                                                                                                                                                                                                                                                                                                              | Next Review Date | 2027 | Version:                | 4 | CIR         | 18.04.24 |
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against the Participants NDIS Plan in line with the NDIS Pricing Arrangements and Price Guide "where they have not been able to find alternative billable work for the worker and are required to pay the worker for the time that would have been spent providing the support"..

## **Cancellation of a rostered shift without notice by a Participant - No Shows**

- Where a Participant fails to keep the rostered arrangement for agreed support without notice, Real Living Options Association Inc. will make every effort to contact the Participant and/or their Representative/Nominee where relevant, to determine if there is an emergency, or if there has been an unforeseeable short-term change to the needs or ability of the client to receive service delivery.
- If the Participant is then deemed to have cancelled without notice and for no reason, (no show), or requests that a worker leaves earlier than their rostered shift requirement, Real Living Options Association Inc. has the right to lodge a payment claim for part or all of the rostered hours against the Participants NDIS Plan.

## **Change or cancellation of a rostered shift by the Provider**

- Real Living Options Association Inc. does not provide support staff who have not been pre-approved by a Participant or their Representative/Nominee.
- Where the Provider is unable to provide a suitable pre-approved staff member to a Participant at the requested time, they will endeavour to give the Participant and/or their Representative/Nominee as much notice as possible.
- Where there is no pre-approved staff member to provide support, Real Living Options Association Inc. will negotiate with the Participant and/or their Representative/Nominee to find a suitable alternative, which may include the following:
  - Providing support at a negotiated alternative time when a suitable staff member is available
  - Agreeing on a suitable available staff member that has not been pre-approved by the Participant or their Representative/Nominee
- At no time will the Provider request payment for any service they have not been able to deliver.

## **Resolving Complaints or Disputes arising from the Cancellation of Services.**

- Real Living Options Association Inc. will act in the best interest of the Participant, ensuring as far as practicable that they are well informed, empowered and able to maximise choice and control over the implementation of their NDIS approved plan in terms of their own capacity, and the availability of supports within their plan.
- Real Living Options Association Inc. will not (by act or omission) constrain, influence or direct decision making by a Participant and/or their Representative/Nominee so as to limit that person's access to information, opportunities and choice and control.
- In the event that a Participant feels that Real Living Options Association Inc. is failing to deliver services in accordance with their approved NDIS Plan, and the terms of their Individual Service Agreement, Real Living Options Association Inc. encourages the Participant and/or their Representative/Nominee to use the Complaints process to formally advise Real Living Options Association Inc. of their concerns. Refer to Policy Ser Del 6 – Participant and/or Representative/Nominee Complaints and Disputes.

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## DELEGATIONS

### Management Committee

- Ensure as far as practicable that any complaints or disputes related to the delivery or cancellation of services is dealt with in line with relevant legislation and Policies and Procedures.

### General Manager

- Ensure as far as practicable that this policy is adhered to by all Staff.
- Report to the Management Committee with relevant statistical/operational information that relates to cancellations of support and no-shows and their impact on financial applications.

### Support and Rostering Teams

- Maintain a current roster of support for all participants in line with their Individual Service Agreement.
- Ensure as far as practicable that all requests for support are met with an approved staff member.
- Communicate with Participants and/or their Representatives/Nominees to ensure that they understand their requirements/obligation to give notice of any cancellation to a rostered shift.
- Communicate with Participants and/or their Representatives/Nominees to ensure that the Participants needs are being met when there are cancellations to rostered support by either party.
- Ensure as far as practicable that Staff are notified of any cancellation of shifts/engagements of employment with as much notice as possible, but not less than 2 hours as per the Social, Community, Home Care and Disability Industry Award 2010.
- Ensure as far as practicable that Staff are remunerated for cancellations and/or no-shows that are not notified within 2 hours of the beginning of the rostered shift.
- Ensure as far as practicable that information relating to any cancellations or "no-shows" is documented and recorded against the relevant Participant.
- Ensure that relevant information is provided to the Finance Officer or other relevant Staff involved in the claims process.
- Keep the General Manager informed of any cancellations to requests for support through the relevant reporting mechanisms.

### Finance Officer

- Ensure as far as practicable that any claims for payment submitted are in line with this policy.

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## RELATED DOCUMENTATION

Individual Service Agreement

Policy Ser Del 6 - Participant and/or Participant Nominee Complaints and Disputes.

## REFERENCES

National Disability Insurance Scheme Act 2013

NDIS terms of Business for Registered Providers

NDIS Pricing Arrangements and Price Limits (as at 7 February 2024)

NDIS Practice Standards and Quality Indicators

Social, Community, Home Care and Disability Industry Award 2010

## AMENDMENTS/REVIEWS

Amended 28.06.18, Amended 28.04.22, Amended 02.05.24

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