

# NDIS Cancellations and No-Shows



<i>Policy No.</i>	3.5	<i>Version</i>	2
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<i>Supporting Documents</i>			
<i>Associated Legislation</i>			

## 1. PURPOSE

This policy and procedure defines NDIS service cancellations and outlines the actions Stepping Stone will take in the event of a Staff member, Stepping Stone member or Stepping Stone NDIS participant cancelling a support funded by NDIS.

## 2. SCOPE

This policy applies to all Stepping Stone staff, and to members accessing Stepping Stone who have an NDIS service agreement.

## 3. POLICY STATEMENT

This policy and procedure defines NDIS service cancellations and outlines the actions Stepping Stone will take in the event of a Staff member, Stepping Stone member or Stepping Stone NDIS participant cancelling a support funded by NDIS.

Stepping Stone aims:

- to reflect the requirements of the NDIS Terms of Business for Registered Providers and the most current NDIS Pricing Arrangements and Price Limits
- to balance NDIS participant's and Stepping Stone's financial interests in relation to cancellations and no-shows, and
- to make all reasonable attempts to safeguard and uphold duty of care to members/NDIS participants who no-show.

## 4. PROCEDURES

Following the most current guidelines stated in the NDIS Pricing Arrangements and Price Limits effective from July 1<sup>st</sup>, 2022:

### Cancellations

Member/Stepping Stone NDIS participant Cancellation:

For a participant to cancel 1:1 support, they must inform the staff providing the support. This staff person will then inform any relevant parties and endeavour to reschedule the shift to a new time. In the case where the staff cannot be contacted, the participant is to call Stepping Stone and speak to either the NDIS Director, Grant Funded Services Director or Program Director.

For a participant to cancel a multiple-day scheduled activity, such as a Stepping Stone camp, they must inform the NDIS Director at Stepping Stone at least 7 days before the scheduled date of the activity.

All late cancellations by the member may be claimed against NDIS funding. The cancellation fee is equal to 100% of the total cost of the intended support.

There is no limit on the number of Short Notice Cancellations (or no shows) that providers such as Stepping Stone can claim in respect of a participant. However, Stepping Stone have a duty of care to our participants and if a participant has an unusual number of cancellations then Stepping Stone will seek to understand why they are occurring.

### **Special circumstances**

Charges may be waived if there are extenuating circumstances, for instance, emergency related to their mental health, hospitalisation or a death in the family.

The decision to waive the charge will be made at the discretion of the CEO.

### **Staff Cancellation:**

Where a staff person has cancelled a shift, Stepping Stone will consult with the member regarding their preference to either provide an alternative staff person for that support, or reschedule the support for another time.

### **Safeguarding and no-shows**

In the event of a no-show, the staff rostered will complete the following in sequence if their own safety is at risk or they are sure of the member's safety:

- phone the member to check on their safety (if appropriate to do so)
- if at the member's home
  - look through windows
  - check if the member's vehicle is onsite (if applicable)
- phone the nominated emergency contact person when necessary
- contact the direct supervisor and the CEO and seek direction on next steps.

The CEO will:

- assess and determine the next steps including whether to persist with contacting the member, their emergency contact person or other authorities having regard to what is known about the member, their behaviours and risks, and;

- advise the Program Director, Grant Funded Services Director, NDIS Director of the no-show and make a decision regarding the employee's next engagement (if relevant).

#### Claiming provider travel costs if a no show is involved.

If upon arriving at the location of the scheduled support and the member is not present at that location for the support to be delivered which resulted in a no-show. Stepping Stone will charge Provider Travel costs both in terms of travel time (up to 30 mins in the Metro area) and the kilometres travelled to the place of the intended support. If this support in which a no-show has occurred and is the last appointment before the support worker returns to Stepping Stone's head office for the business day, Stepping Stone will charge the returning travel both in time (up to 30 minutes) and in kilometre.

### 5. ROLES AND RESPONSIBILITIES

Role	Responsibilities
NDIS Director	<ul style="list-style-type: none"> <li>• Ensure all staff, members, volunteers, students are aware of the guidelines in this policy.</li> </ul>
All staff and members on NDIS	<ul style="list-style-type: none"> <li>• Ensure you are aware of and adhere to the guidelines in this policy.</li> </ul>

### 6. DEFINITIONS

Term being defined	<ul style="list-style-type: none"> <li>• Any cancellation where the relevant Support Coordinator, Psychosocial Recovery Coach, or Staff person has been notified <b>before</b> close of business 7 days prior to the scheduled support.</li> </ul>
Late cancellation	<ul style="list-style-type: none"> <li>• Any cancellation where the Support Coordinator or staff person has been notified <b>after</b> close of business 7 days prior to the scheduled support</li> </ul>
No show	<ul style="list-style-type: none"> <li>• When a member does not attend the service, is not available, or is not present at the agreed time and location to receive a scheduled support.</li> </ul>