

OPS.CP.02	<b>APPOINTMENT CANCELLATIONS &amp; NO-SHOWS POLICY</b>
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<b>Applies to:</b>	Participants and LiveBetter Hunter and Central Coast staff
<b>Specific responsibility:</b>	CEO

<b>Version:</b>	<b>3</b>
<b>Date:</b>	13 Dec 2018
<b>Review:</b>	August 2020

<b>Context:</b>	This policy refers to cancellations and/or failure to attend a scheduled appointment with LiveBetter Hunter and Central Coast and possible charges as a result.
<b>Legislation and Awards</b>	NDIS Price Guide 2018 Social Community Home Care & Disability Services Industry Award Health Professionals & Support Services Award

## Participant Information

### 1. Reasonable Notice Required – by 3pm the day before

Participants (You) are required to provide reasonable notice - by 3pm the day before - to LiveBetter Hunter and Central Coast (Us) if you are unable to attend a scheduled service. Failure to provide reasonable notice may result in a fee being charged against your plan in accordance with the *NDIS Price Guide*.

Our intent is to provide you, our participants and your families, with every opportunity to reduce the likelihood of cancellations / no-shows which may attract a fee. LiveBetter Hunter and Central Coast provide this information to ensure all participants and their families are aware of the cancellation policy for services provided. You should read the cancellation information that applies to the services you receive.

Also refer to your *Service Agreement*.

### 2. How to Notify Us

To cancel or reschedule an appointment with us, please contact us by calling one of these:

<b>LiveBetter Hunter and Central Coast Reception</b> Mon-Fri 8am-4.30pm	<b>02 4979 7777</b>	By <b>3pm the day before</b> your appointment.
<b>Therapeutic Services</b> Mon-Fri 8am-4.30pm	<b>0419 72 1123</b> Call or Text	By <b>3pm the day before</b> your appointment.
<b>Community Support</b> After Hours / Weekends	<b>0408 482 637</b>	If you're appointment is on: <ul style="list-style-type: none"> <li>• a <i>Saturday or Sunday</i>, call us by 3pm <i>Friday</i></li> <li>• a <i>public holiday</i>, call us by 3pm the day before</li> </ul>

### 3. Reasonable Notice

#### a) Cancellations

A **cancellation** is when you contact us to cancel or reschedule your appointment in advance if a service is not required or is unable to be received. There are **two types of cancellation**:

<b>Reasonable Notice Cancellation</b> <i>No fee will be charged</i>	When notice is provided <b>before 3pm on the day before</b> the appointment.
<b>Short Notice Cancellation</b> <i>A fee may be charged</i>	When notice is provided <b>after 3pm on the day before</b> the appointment. <i>(unless there are mitigating / emergency circumstances)</i>

#### b) No Shows

A 'No Show' is:

<b>No Show</b> <i>A fee may be charged</i>	(i) Where a participant doesn't attend or is not available for a scheduled service and <b>doesn't notify us</b> ; OR  (ii) Where a participant is <b>not in the agreed location</b> at the agreed time for the service. <i>(unless there are mitigating / emergency circumstances)</i>
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### 4. Cancellation & 'No Show' Fees

#### a) Therapeutic Services (including Early Childhood Intervention Supports)

Where a participant makes short-notice cancellations or fails to present for a scheduled therapeutic appointment, the therapist may charge a cancellation fee up to 90% of the agreed price for the cancelled appointment.

#### b) Community Living Program (Community Access, Personal Care)

LiveBetter Hunter and Central Coast reserves the right to claim against a Participant's Plan for Short-Notice Cancellations and "No Shows" as per the NDIS Price Guide pricing rules in force at the time. If the participant provides LiveBetter Hunter and Central Coast with reasonable notice (by 3pm the day before) of a cancellation then LiveBetter Hunter and Central Coast will waive the cancellation charge. A fee (for hours of support) may be charged against a Participant's plan for up to 90% of the agreed price for the cancelled or no-show appointment up to 12 times per year for services such as personal care and community access needs.

#### c) Specific Fee Circumstances

No	Term	Description
1	<b>Reasonable Notice</b>	The <b>Reasonable Notice</b> Cancellation – will result in no penalty and a rescheduling of the appointment.

2	<b>LiveBetter Hunter and Central Coast Cancels</b>	For instances where LiveBetter Hunter and Central Coast initiates the cancellation of a service due to operational reasons, the service will be rescheduled at no penalty to the Participant or LiveBetter Hunter and Central Coast.
3	<b>School Aged Cancellations Therapeutic Services</b>	Participants who are school aged and cancel more than 25% of scheduled appointments in a school term risk losing their ongoing appointment time to participants on our waiting list.
4	<b>Short Notice &amp; No Shows</b>	<i>If it is deemed that the participant was unwell and not able to participate in the scheduled session there will be no charge.</i> <b>A Short Notice Cancellation or No Show</b> by a participant to a booked service will result in a claim for hours of support fees against the participant's NDIS Funding Plan as follows:
		<b>Personal Care/ Community Access Supports:</b> <input type="checkbox"/> The participant will be charged up to 90% of the agreed price for the cancelled or no-show appointment up to 12 times per year.
		<b>Therapeutic Services:</b> <input type="checkbox"/> A 90% charge of the applicable fee may be charged against the NDIS Plan if a short notice cancellation or no-show has occurred.

## LiveBetter Hunter and Central Coast Employee Information

### 5. Employee Responsibilities

Where a participant fails, without notice, to keep the scheduled arrangement, the employee must make every effort to contact the participant to determine if there is an additional problem.

Where there is a specific risk that a participant will frequently 'not show' for appointments due to the nature of a person's disability, employees must put in place suitable individual arrangements to maximise the likelihood that the participant will receive all their required supports.

### 6. Matrix of Applicable Fees

The following matrix of fees

<b>LiveBetter Hunter and Central Coast Service</b>	<b>Reasonable Notice = before 3pm the day before</b>	<b>Short Notice = after 3pm the day before No emergency/mitigating circumstances</b>	<b>No Shows No emergency/mitigating circumstances</b>
Therapeutic Services & Early Childhood Intervention Supports	No cancellation fee	Up to 90% of the agreed price for the cancelled/ missed appointment, up to... <i>...a maximum of up to 6 hours for service may be charged within the period of any Service Booking.</i>	
<b>LiveBetter Hunter and Central Coast Service</b>	<b>Reasonable Notice = before 3pm the day before</b>	<b>Short Notice = after 3pm the day before No emergency/mitigating circumstances</b>	<b>No Shows No emergency/mitigating circumstances</b>

Personal Care & Community Access Supports	No cancellation fee	Up to 90% of the agreed price per missed shift will be charged against the Participant's Plan up to...  <i>...a maximum of 12 times per year, upon which we must demonstrate to the NDIA the steps LiveBetter Hunter and Central Coast is taking to actively manage cancellations .</i>
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## 7. Employee Pay When Cancellation Occurs

Employees will be paid as per the relevant Award.

## 8. Communication of This Policy

This policy is publically available via the LiveBetter Hunter and Central Coast website: [www.livebetter.org.au](http://www.livebetter.org.au) (navigate to Services > Hunter & Central Coast).

This policy is available for all employees in the designated Intranet *Policies & Procedures* folder and on the shared R Drive in the *Policies and Procedures – Current* folder.

LiveBetter policies/procedures are available at: <https://carewestinc.sharepoint.com/>

## 9. DOCUMENT CONTROL

<b>Document Owner</b>	General Manager Community Services
<b>Person responsible</b>	General Manager Community Services
<b>Related documents</b>	Service Agreements
<b>Forms</b>	<i>Nil</i>

Version Tracking		
Review	Date Prepared	Description
1	August 2017	Initial release
2	August 2018	Update to align with the new NDIS Price Guide 2018. Changes: <ul style="list-style-type: none"> <li>• Change name of policy to differentiate it from the LiveBetter policy of same name.</li> <li>• Cut off time for cancellations changed to 3pm the day prior with charges up to 90% claimed.</li> <li>• Remove references to Skill Development services.</li> </ul>
3	December 2018	Update to reflect change of name from Leapfrog Ability / LiveBetter to LiveBetter Hunter and Central Coast.