

This policy is to provide clear information on how to cancel a scheduled support and any fees or charges which may be applicable for a cancellation.

Record of policy development		
Version	Date approved	Date for review
2018/1	28/05/2018	28/05/2021
2018/2	26/11/2018	26/11/2019
2019/1	24/1/2019	24/1/2022
2019/2	20/8/2019	20/8/2022
2021/1	8/9/2021	8/9/2024
2022/1	18/07/2022	08/09/2024

Responsibilities and delegations	
This policy applies to	Clients
Specific responsibilities	
Approval	CEO

Context (this policy relates to)	
Standards	NDIS Practice Standards Aged Care Quality Standards NDIS Pricing Arrangements and Price Limits
Legislation	<i>The Aged Care Act 1997</i> <i>The Aged Care Quality and Safety Commission Act 2018</i> <i>Disability Discrimination Act 1992</i> <i>UN Convention On The Rights Of Persons With Disabilities (CRPD), 2006</i> <i>Australia's National Disability Insurance Scheme (NDIS) Act, 2013</i> <i>National Standards For Disability Services (NSIS), 2014</i> <i>NDIS Pricing Arrangements and Price Limits, NDIA.</i>
Contractual obligations	
Organisation policies	
Related procedures	
Forms, record keeping, other documents	

Definitions
<p>Cancellation with notice: Cancellation of the scheduled delivery of supports according to the definitions of a cancellation of NDIS Services or Aged Care services.</p> <p>Short Notice Cancellation:</p> <p>NDIS Services: A cancellation is a short notice cancellation (or no show) if the participant has given:</p> <ul style="list-style-type: none"> less than 7 days notice. Note that short notice cancellation does not apply to Programs of Support. Two (2) weeks notice is required for withdrawal from a Program of Support. <p>Aged Care Services:</p> <ul style="list-style-type: none"> CHSP/HACC/Veterans Affairs: A cancellation is a short notice cancellation (or no show) if the client has given less than 48 hours notice.

Privately brokered aged care and community support services: A cancellation is a short notice cancellation (or no show) is the client has given less than 7 days notice.

No-show: When a customer does not attend the service, is not available, or is not at the agreed location to receive a scheduled support.

Policy

To cancel an appointment, customers can notify Menzies Support Services within the business hours of 8:30am to 4:30pm (Monday to Friday excluding public holidays) or call the on call phone 0427 579 961. Where supports are cancelled with notice (as defined above), no charge applies.

In the event that the cancellation is at short notice (as defined above) or the customer no-shows, Menzies Support Services will charge the customer for the supports that would have been delivered.

NDIS: Where staff have been reallocated to alternative billable work, there will be no charge for short notice cancellation.

Special circumstances

Charges may be waived if the customer has experienced a catastrophe, e.g. emergency hospitalisation or a death in the family.

The decision to waive the charge will be made by the Chief Executive Officer or Manager. The discretion not to charge does not apply in any other circumstances and is not exercisable by other staff.

END OF DOCUMENT
