

Policy	Cancellation Policy
Policy Status:	2017 - 1
Policy Owner:	Machele Kerzinger CEO
Approved by:	Board of Management
Review date:	October 2018
How Often:	Annually

Applies to:	Participants and Karumah Staff
Context:	This policy refers to cancellations and/or failure to attend a scheduled appointment with Karumah
Legislation and Awards:	NDIS Price Guide – Social Community Home Care & Disability Services Industry Award – Health Professional & Support Services Award

Participant Information

- 1) 24 Hours' Notice Required – Participants (You) are required to provide at least 24 hours' notice to Karumah (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. Karumah provide this information to ensure all participants and their families are aware of the cancellation policy for service provided. You should read the cancellation information that applies to the services you receive.

- 2) How to Notify Us – To cancel or reschedule an appointment with us, please contact us by calling one of these;

Karumah Office	024940 8393	At least 24 hours before your appointment
Community Support	0447 003 386	At least 24 hours before your appointment
Community Participation	0447 003 386 or 0437 567 820	If you're appointment is on; A Saturday, call us by the Thursday A Sunday, call us by the end of Friday A public holiday, call us 2 days before

3) Reasonable Notice –

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**.

- (1) **Reasonable Notice Cancellation** – No fee will be charged – Where **more than 24 hours'** notice is provided (or more than 48 hours on a weekends/public holidays)
- (2) **Short Notice Cancellation** – A fee may be charged – Where **less than 24 hours'** notice is provide (or less than 48 hours on weekends or public holidays)

4) Cancellation & 'No Show' Fees

- (1) Karumah reserves the right to claim against a Participant's Plan for Cancellations and 'No Show's' as per the NDIS pricing rules in force at the time. If the participant provides Karumah with at least 24 hours' notice (Monday to Fridays), or at least 48 hours' notice (weekends and public holidays) of a cancellation then Karumah will waive the cancellation charge. A fee (for hours of support) may be charged against a Participant's plan for a minimum of 2 hours per missed shift, up to 8 times per year for other services.

(2) Specific Fee Circumstances

No.	Term	Description
1.	Reasonable Notice	The Reasonable Notice Cancellation – will result in no penalty and a rescheduling of the appointment
2.	Karumah cancels	For instances where Karumah initiates the cancellation of a service due to operational reasons, the service will be rescheduled at no penalty to the Participant or Karumah
3.	Short Notice	If it is deemed that the participant was unwell and not able to participate in the scheduled session there will be no charge
4.	No Show	A No Show 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:
		The participant's NDIS Plan will be charged a minimum of 2 hours per missed shift, up to 8 times per year if a No Show has occurred.

Karumah 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. **Employee Pay When Cancellation Occurs** – Employees will be paid as per the relevant Award.

7. **Communication of this Policy** – This policy is publically available via the Karumah website. This policy is available for all employees in the designated Policy & Procedures folder and in hard copy in the Karumah Meeting room.