

## 2.25. Cancellation Policy and Procedure

### 1.0 PURPOSE AND SCOPE

This policy provides a framework for Peninsula Speech Plus's processes and obligations, should a client's parent/guardian request a cancellation of services.

This policy and procedure applies to the Directors, staff, students, contractors and volunteers and all potential and existing clients, their family members and other supporters.

### 2.0 DEFINITIONS

**Cancellation** – Refers to an individual notifying Peninsula Speech Plus, in advance, that scheduled hours of service are not required or unable to be received. There are two categories of cancellation:

- Short notice – where less than a minimum of 24 hours' notice is provided.
- Reasonable Notice – where 24 hours or greater notice is provided.

**No Show** – Refers to an individual not attending or being unavailable without notice for a booked/scheduled service, or where the individual is not at the agreed location at the agreed time for the service.

### 3.0 POLICY

Peninsula Speech Plus is committed to transparent processes by which services can be cancelled.

This policy complies with NDIA and NDIS Policy on the management of cancellation of services by a client.

### 4.0 PROCEDURE

- Our fees for cancelling or missing appointments will be charged in line with the current rules set by the NDIS Price Guide.
- Individual NDIS Service Agreements, booking request and/or other confirmation documentation provided to clients/parents/guardians will outline requirements for service cancellation notification.
- Where the client attends for only part of the scheduled service, without notice, payment for the entirety of the booked service may be charged.
- Where the client fails without notice to attend for the planned service, Peninsula Speech Plus will make every effort to contact the client and/or Carer/guardian to confirm the planned attendance.
- Where notice is given with less than 24 hours (short notice), Peninsula Speech Plus will try where possible to offer and book the scheduled service to an alternative client.
- Where the service cannot be offered to an alternative client, the hours of service may be forfeited by the original client and Peninsula Speech Plus will be paid as per the scheduled fee as if the service had occurred.
- For instances where Peninsula Speech Plus initiates the cancellation of a service due to operational reasons, the service will be rescheduled at no penalty to either party.
- Should either party wish to end the Service Agreement they must give one month's notice. If either party seriously breaches this Service Agreement the requirement of notice will be waived.
- All new Service Agreements between clients and Peninsula Speech Plus will include details of advice periods for cancellations and possible forfeit of the booked service.

#### **Notice Period before Scheduled Service Action Fee**

- Where Reasonable Notice is provided, there will be no penalty and Peninsula Speech Plus will reschedule the service with the client.
- Where the client provides Short Notice the client forfeits the service if it cannot be offered and booked to another client and Peninsula Speech Plus is paid as if the Service occurred. As per scheduled service

fee.

- Where the client provides No Notice (No Show) the client forfeits the service and Peninsula Speech Plus is paid as if the Service occurred. As per scheduled service fee.