

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	26/11/2018

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

Context (this policy relates to)	
Standards	National Disability Insurance Scheme Price Guide
Legislation	
Contractual obligations	
Organisation policies	
Related procedures	
Forms, record keeping, other documents	

Definitions
<ul style="list-style-type: none"> • Cancellation With Notice: Cancellation of the scheduled delivery of supports before 3pm the day before the service • Short Notice Cancellation: Where no notice or the support is cancelled after 3pm the day before the support was scheduled to be delivered. • 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 or text 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.

For personal care and community access supports under the NDIS only:

- Up to and including 12 occasions a year: The National Disability Insurance Agency permits that short notice cancellations and no-shows can be charged against the NDIA plan up to (and including) 12 times a year. Short notice cancellations and no shows will be charged at 90% of the scheduled rate.
- Thirteenth or more occasions: Where customers have cancelled or are no-shows on 13 or more occasions in a year, Menzies Support Services will notify the NDIA. Ongoing service provision may immediately be affected.

For other supports under the NDIS:

- The National Disability Insurance Agency does not permit charges against the NDIA plan and the customer will be personally charged.

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. The discretion not to charge does not apply in any other circumstances and is not exercisable by other staff.

END OF DOCUMENT
