

Cancellation Policy and Procedures

V1.0
07.06.2023

Policy Statement

This policy relates to Service Users cancellation and no-shows regarding the provision of:

- Flexible supports
- Centre based supports
- Community participation
- One on one supports

As per NDIS Price Guide please note SLES is not included as part of above supports.

Omnia Inclusive Employment Solutions Ltd aims to:

- Reflect the requirements of the NDIS Terms of Business for Registered Providers and the NDIA Price Guide.
- Balance customers and organisational interests in relation to cancellations and no-shows
- Make all reasonable attempts to ensure the safety of Service Users who are no-shows.

Cancellations

Cancellation of a Service User Agreement

To cancel a Service User Agreement two (2) weeks written notice must be given to Omnia Inclusive Employment Solutions. Omnia Inclusive Employment Solutions will provide the Service User with a notice of termination of services.

Cancellation of a scheduled service

To cancel a service, Service Users must contact a staff member at least two (2) clear business days prior to scheduled service. If no notice is given, or less than two (2) clear business days Omnia Inclusive Employment Solutions will charge 100% of the scheduled service against the Service Users Plan.

All cancellations must be made in person or over the phone between the hours of 8am – 4:30pm at least two (2) clear business days' prior to service booking.

Procedures

Definitions of the terms used and the meaning within the context of this policy are listed in the table below.

Term	Definition
Service User	A person purchasing Omnia Inclusive Employment Solutions Ltd services
Cancellation without notice or No-Show	Where a Service User gives no notice, or less than the outlined notice for cancelling a service, and the Service User does not attend the service or meet at the agreed location and time to receive support
Cancellation with notice	Cancellation of a scheduled delivery of supports as per Service User Agreement, given more than two (2) clear business days' notice
Cancellation of a Service User Agreement	The cancellation of the agreement for Omnia Inclusive Employment Solutions to provide supports to the Service User through their NDIS funding
Funded Services	Services funded by The National Disability Insurance Scheme

Cancellations

Who to notify and notice period before scheduled service and applicable charges apply are listed in the table below:

Who to Notify

Omnia Inclusive Employment Solutions

1800 826 119

8am – 4:30pm

Notice Period	Applicable Charges
Short-notice cancellation or cancellation without any notice or contact: (includes notification received less than two (2) clear business days prior to scheduled service or no notification received for not attending scheduled service).	100% of the agreed service price as per NDIS price guide.
Cancellation of service with notice – two (2) clear business days prior to scheduled service.	No Charges are payable.
Cancellation of a Service User Agreement. (2 weeks written notice required).	Charges are applicable for the two (2) weeks' notice period.

Day's Service

Once a service booking is in place, a full day of service will be charged regardless of whether a service user arrives late and / or leaves the session early unless the reason falls under the Special Circumstances category (see below) or the cancellation policy has been followed.

Special Circumstances

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

A decision to waive the charges will be made by the relevant Omnia Inclusive Employment Solutions Manager. The discretion not to charge does not apply in any other circumstances and is not able to be made by any other staff.

Omnia Inclusive Employment Solutions staff reserve the right to cancel a Service User Agreement without notice if a participant has breached any of Omnia Inclusive Employment Solutions's policies regarding access of service.

Payments

If a Service User is self-managed and/or plan managed, invoices are required to be paid within 7 days of receipt. Omnia Inclusive Employment Solutions Ltd. may cancel a Service User Agreement if invoices remain unpaid after 30 days.

School Leavers Employment Supports (SLES)

Important

SLES funding is an annualised price and potential cancellations or no shows are built into the pricing. Therefore, this Cancellation Policy does not apply to School Leavers Employment Supports (SLES) funded participants. As stated in the NDIS Provider Handbook, the full annualised funding (or pro rata for plans less than 12 months) and any applicable SLES extension as agreed by the agency can be claimed when:

- A full plan funding period of direct SLES service provision has been delivered; or
- During the plan period the participant commences open employment at award or supported wages and the participant's primary employment supports funding moves from SLES to DES no later than the commencement of the job placement. In addition to this, the participant must have sustained employment (or re-entered an alternate open employment placement) and be expected to move towards a sustainable employment outcome as per the DES outcomes guidelines.



Useful Links

[National Standards for Disability Services](https://www.dss.gov.au/our-responsibilities/disability-and-carers/standards-and-quality-assurance/national-standards-for-disability-services)

<https://www.dss.gov.au/our-responsibilities/disability-and-carers/standards-and-quality-assurance/national-standards-for-disability-services>

[NDIS – School Leavers Employment Support – Provider Handbook](https://www.ndis.gov.au/providers/working-provider/school-leavers-employment-supports-sles)

<https://www.ndis.gov.au/providers/working-provider/school-leavers-employment-supports-sles>

[NDIS – Cancellation and No-show of scheduled supports.](https://www.ndis.gov.au/providers/price-guides-and-information)

<https://www.ndis.gov.au/providers/price-guides-and-information>

[NDIS and other government services | NDIS](https://www.ndis.gov.au/understanding/ndis-and-other-government-services)

<https://www.ndis.gov.au/understanding/ndis-and-other-government-services>