

## Cancellation Policy and Procedures

### Policy statement

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

- Flexible supports,
- Centre based supports<sup>1</sup>
- Community participation
- One on one supports

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

Job Centre Australia 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

### 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 Job Centre Australia 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 Job Centre Australia to provide supports to the Service User through their NDIS funding
Funded Services	Services funded by The National Disability Insurance Scheme

### Cancellations

**Cancellation of a Service User Agreement:** To cancel a Service User Agreement 2 weeks written notice must be given to Job Centre Australia. Job Centre Australia 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 Job Centre Australia 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.

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

Who to Notify	Notice Period	Applicable Charges
Job Centre Australia <b>1800 826 119</b> 8am – 4:30pm	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 Job Centre Australia Manager. The discretion not to charge does not apply in any other circumstances and is not able to be made by any other staff.

Job Centre Australia staff reserve the right to cancel a Service User Agreement without notice if a participant has breached any of Job Centre Australia'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. Job Centre Australia 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>

NDIS - School Leavers Employment Support – Provider Handbook

<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>

NDIS - NDIS Disaster Response

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