



Cancellation

1 At a glance

- Who** This procedure applies to Sylvanvale Clients, the Sylvanvale Board, Executive team, Managers and Workers (including employees, volunteers, agency staff, contractors and students).
- What** This policy refers to cancellation of services and supports and/or failure to attend (no show) scheduled support regardless of how it is funded.
- It sets out the requirements around cancellations and absences to ensure Clients and any stakeholders understand the processes and obligations to ensure continuity of supports to all Sylvanvale Clients.
- It addresses the required notice and consequences if supports are cancelled without sufficient notice, a Client is absent or fails to attend a scheduled appointment or service on an agreed day or time.
- Why** This policy supports Sylvanvale in meeting its obligations as a provider of a variety of supports, including as a registered NDIS provider.
- It also sets out the process Sylvanvale will follow to make reasonable attempts to ensure the safety of Clients who do not attend a scheduled appointment or service on an agreed day or time.

 In the event a Client needs to cancel a service booked with Sylvanvale, they must provide notice in writing to customers@sylvanvale.com.au or phone 1300 244 577.

 Where another document is referred to within this procedure, it can be located on the Sylvanvale Intranet. The [Intranet Document Library](#) contains all of Sylvanvale's Policy, Procedure, Form, Template, Protocol and Poster documents.

This document does not contain direct hyperlinks to any other document.

2 Policy

2.1 Terms and conditions

Service Agreements and handbooks

i *Supported Independent Living SIL Handbook*

i *Support Coordination Handbook*

i *Clinical Services Handbook*

i *Community Participation Handbook*

i *Individual Apartment Living Handbook*

i *Residential Tenancy Agreement*

i *Mikarie Enrolment Form*

i *Mikarie Child Care Centre Parent Handbook*

Sylvanvale enters into agreements with all Clients for the provision of supports and services. Terms and conditions for different types of services are set out in any Service Agreement and the associated Service Handbook.

Service Handbooks are updated from time to time, and all Clients are provided written notice when these changes occur.

Each service Handbook includes a section setting out any specific rules about absences or cancellations at that service. At Mikarie Child Care Centre, this is known as Attendance.

Rules about absences and cancellations at services are aligned with any contractual obligations Sylvanvale may have in the delivery of that specific service type. For example, for NDIS funded supports, the cancellation rules align with the requirements of the *NDIS Pricing Arrangements and Price Limits*.

Where Clients require support to understand the terms and conditions of the services they are receiving from Sylvanvale, they should request assistance from the manager at the site they attend or contact the Service Planning Team on 1300 244 577. Easy read versions of Service Handbooks are also available.

Pricing Arrangements and Price Limits

In addition to terms and conditions set out in the Service Agreement and any associated handbooks, the NDIS sets the price and conditions for some supports Sylvanvale provides.

Changes to prices are updated to respond to market trends and changes in costs and can be made by the NDIS at any time.

Sylvanvale reserves the right to immediately amend/update its pricing or rules in accordance with any changes to the *NDIS Pricing Arrangements and Price Limits* changes unless otherwise set out in a Service Agreement.

Notice of cancellation

All notice of cancellation of supports and services (regardless of the services being accessed) must be provided in writing to customers@sylvanvale.com.au.

Where a Client or their stakeholder requires support to provide written notice, they should request assistance from the relevant manager of the service being accessed in the absence of an appointed Support Coordinator providing the notice.

Special circumstances

Charges may be waived if a Client has experienced serious and unforeseeable circumstances which led to insufficient notice of

cancellation. The decision to waive a charge can only be made by the CEO.

If Sylvanvale cancels a scheduled service or support or fails to provide the service, then there is no charge to the Client, and the support will be rescheduled.

The responsible Manager will make all reasonable attempts to check on the welfare of the Client on that day if the Client fails to attend without notice.

2.2 Absences

Absences

i *Mikarie Child Care Centre Parent Handbook*

i *Accounts Receivable and Revenue Procedure*

Clients who have agreed to a Program of Supports (e.g. Community Hubs or Social and Community in a Group) are charged for any absences within the Program of Support as though they had attended.

A Program of Support is a group based social and community participation support program of activity up to a maximum 6 month period. Supports delivered as part of a Program of Supports are not subject to the short notice cancellation rules.

Service Agreements will indicate if a service is a Program of Support and Service Handbooks also describe which services are considered a Program of Support.

Charges for absences at Mikarie are set out in the Mikarie Child Care Centre Parent Handbook.

All absences (except in Programs of Support and Mikarie) must be notified to customers@sylvanale.com.au immediately by the manager of the service. The Service Planning Team are responsible for reviewing each absence email and liaising with the Workforce Planning Team and/or Finance Team to coordinate appropriate follow up action such as redeployment of workers, amendments to scheduled jobs and/or converting any service delivery records to the appropriate cancellation codes.

Short notice cancellation

i *Death of a Client Procedure*

i *Accounts Receivable and Revenue Procedure*

A short notice cancellation is when a Client has provided less than the required notice of cancellation for a support, or does not show up for a scheduled support within a reasonable time or is not present at the agreed place within a reasonable time when the provider is travelling to deliver the support. The Service Planning Team are responsible for reviewing each cancellation email and where short notice cancellation conditions are met liaising with the Workforce Planning Team and/or Finance Team to coordinate appropriate follow up action such as redeployment of workers, amendments to scheduled jobs and/or converting any service delivery records to the appropriate cancellation codes.

The *NDIS Pricing Arrangements and Price Limits* documents when a cancellation fee can be charged.

Flexible Support, including where provided in Supported Independent Living and Individual Apartment Living, Supported Independent Living and Individual Apartment Living are subject to short-notice

cancellation 7-days conditions, as specified in the *NDIS Pricing Arrangements and Price Limits*..

Community Hubs operate Programs of Support which are subject to the Programs of Support exit notice period of two (2) weeks, as specified in the *NDIS Pricing Arrangements and Price Limits*.

Clinical Services and Support Coordination are subject to short-notice cancellation 2 clear business days conditions as specified in the *NDIS Pricing Arrangements and Price Limits*.

Sylvanvale will recover full fees associated with an activity for short-notice cancellations.

In Supported Independent Living, if a Client provides notice to exit and then exits the Supported Independent Living arrangement early, then only the remaining period of the notice period can be claimed during the planned notice period. Only one claim of this type for 28 days or 4 weekly claims is permissible by Sylvanvale per Client during a plan period. This includes Supported Independent Living claims where a Client has permanently exited Sylvanvale due to death using the via the Payment Enquiry function with the NDIS. Refer to *Death of a Client Procedure* for further information.

2.3 Standards, laws and other contractual obligations

Standards	<ul style="list-style-type: none"> • <i>NDIS Quality and Safeguards Commission Practice Standards</i> • <i>Disability Support for Older Australians Program Manual</i> • <i>ACECQA National Quality Framework</i>
Legislation or other requirements	<ul style="list-style-type: none"> • <i>National Disability Insurance Scheme Act 2013</i> • Family Assistance Law
Contractual obligations	<ul style="list-style-type: none"> • <i>NDIS Pricing Arrangements and Price Limits</i> • <i>NDIS Bereavement Addendum 2022-2023</i> • Provider obligations in relation to Family Assistance Law

2.4 Review, approval and document controls

Review Frequency	Every 3 years
Person responsible	Executive Manager Finance and Commercial
Approval	Chief Executive Officer (CEO) or Board

Review	Date Approved	Approved by	Next review due
1	30/01/2017	Leanne Fretten, CEO	30/01/2020
2	15/10/2019	Leanne Fretten, CEO	16/10/2022
3	29/08/2023	Leanne Fretten, CEO	30/08/2026
4	09/04/2024	Leanne Fretten, CEO	08/04/2027
5	11/11/2024	Leanne Fretten, CEO	10/11/2027