

## Cancellation and no-shows Policy and Procedure

### 1. Policy

Spectrum Space aims:

- to reflect the requirements of the NDIS Terms of Business for Registered Providers and the most current NDIA Price Guide.
- to balance participants and organisational financial interests in relation to cancellations and no-shows, and
- to make all reasonable attempts to safeguard participants who no-show.

### 2. Procedures

#### 2.1 Definitions

- 2.1.1 Cancellation With Notice: Cancellation of the scheduled delivery of supports with notice at least by 3pm the day before the commencement of the group has been received.
- 2.1.2 Cancellation Without Notice: Where no notice or less than the notice period required by Spectrum Space has been received.
- 2.1.3 No-show: When a participant does not attend the service, is not available, or is not at the agreed location to receive a scheduled support.

#### 2.2 Cancellations

- 2.2.1 If unable to attend a session, participants can notify their group leader via phone or email. Participants can also call the Spectrum Space office on (08) 9431 2111 between the hours of 8.30 am and 4.30 pm Weekdays .
- 2.2.2 For all Social Support Weekly Groups, In the event that notice is not provided by 3pm prior to the day of attendance for Weekly Social Support Groups, or the participant no-shows, Spectrum Space will charge the customer for the supports that would have been delivered.
- 2.2.3 For all Telethon Holiday Makers programs, once a booking has been made, no cancellations will be permitted.
- 2.2.4 Flexibility will be considered on a case by case basis however this will strictly apply to non - excursion / incursion days only.
- 2.2.5 All cancellation requests for the Telethon Holiday Makers Program must be in writing to the Telethon holiday Makers program Coordinator.
- 2.2.6 Where end of service is requested to be cancelled with appropriate 1 month notice, no charge applies.
  - 2.2.6.1 Once enrolled, all cancellations to groups must be received in writing to enrolments ([enrolments@spectrumspace.org.au](mailto:enrolments@spectrumspace.org.au)), and also copy in the appropriate group facilitator.
  - 2.2.6.2 All cancellations for ceasing group require at least one month's notice.
  - 2.2.6.3 If the participant is moving from Spectrum Space to another service provider and would like a handover by Spectrum Space to the next provider of choice, this can be arranged to support a smooth transition for the participant. In the email



advising of the cancellation, please include the name and contact of the new provider and consent to release handover information to them.

2.2.6.4 An exit interview will be provided via return email to help identify areas of improvement.

## **2.3 For community access supports only:**

2.3.1 Up to and including 8 occasions a year: The National Disability Insurance Agency permits that cancellations without notice and no-shows can be charged against the NDIA plan up to (and including) 8 times a year. Each group leader will be logging attendance on Spectrum Space's customer relationship management tool. On here it can be recorded if participants did not come and for what reason, allowing group leaders to keep track of cancellations without notice and no-shows.

2.3.2 Ninth or more occasions: Where customers have cancelled or are no-shows on 9 or more occasions in a year, Spectrum Space will notify the NDIA. Ongoing service provision may immediately be affected. With group leaders logging attendance on the customer relationship management tool it can be seen how many sessions participants have missed and why. If the number of sessions missed reaches nine or more then the accounts manager at Spectrum Space will generate an invoice and deliver it to the relevant party.

## **2.4 Special circumstances**

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

2.4.2 The decision to waive the charge will be made by the CEO of Spectrum Space. The discretion not to charge does not apply in any other circumstances and is not exercisable by other staff.

## **2.5 Safeguarding and no-shows**

2.5.1 In the event of a no-show, the employee rostered to support the participant/s will phone their nominated contact person.

2.5.2 In the event 3 no shows with no reply to the above contact, the employee rostered to support the participant/s will email the staff representative who manages enrolments to advise.

2.5.3 The enrolment representative will contact the family to discuss the continuing enrolment.

