NDIS CANCELLATION AND NO-SHOW POLICY

1 INTRODUCTION

1.1 Flagstaff Group Pty Ltd (Flagstaff) recognises that there are times when a participant will need to cancel or reschedule the time he or she wishes to receive his or her booked Supports/Services (as defined under the relevant National Disability Insurance Scheme (NDIS) service agreement).

1.2 This policy outlines the commitment of Flagstaff to minimise the negative effect on our participants when delivery of Supports/Services is cancelled.

2 PURPOSE

2.1 The purpose of this document is to clarify Flagstaff's policy if a Participant does not attend a Supports session (as defined under the relevant NDIS service agreement) without notice (No Show) or cancels the session for Supports/Services with Short Notice.

2.2 Flagstaff's aim is to balance NDIS Participant and organisational financial interests in relation to Cancellations and No Shows and to ensure programs and Supports/Services remain sustainable.

2.3 This policy reflects the requirements of the National Disability Agency for the funding being utilised from a participant's NDIS plan to pay for the Supports/Services (NDIS Terms of Business for registered providers and the latest current NDIS price guide.)

3 SCOPE

3.1 This policy applies to:

a) all staff employed by Flagstaff. A reference to staff includes permanent, fixed term, temporary or casual employees, directors, contractors, volunteers and other representatives acting on behalf of Flagstaff in any capacity; and

b) all NDIS Participants who access Supports/Services provided by Flagstaff.

4 DEFINITIONS

4.1 **Adequate Notice Cancellation** means cancellations with more than 7 (seven) days' notice.

4.2 **Short Notice Cancellation** means cancellation when there is a failure to provide more than 7 (seven) days' notice prior to the date the Supports/Services are scheduled to be provided.

4.3 **No Show** means a Participant does not notify Flagstaff beforehand and:

a) does not attend or is not available for a scheduled Support/Service; or

b) is not in the agreed location at the agreed time for a schedule Support/Service.

4.4 **Business Day** means:

a) Monday to Friday 8:00am – 4.06pm (Illawarra, Macarthur)

b) Monday to Friday 7:30am – 3.36pm (Shoalhaven)

5 CONSULTATION & NOTICE PERIODS

5.1 Flagstaff's cancellation policy will be discussed with all participants before signing their Service Agreement.

5.2 To cancel a Support/Service, the participant can notify Flagstaff staff within Flagstaff's business hours. Alternatively, participants may leave a message over the weekend or public holiday. However, the business days' notice period still applies.

5.3 In the event of:

a) an Adequate Notice Cancellation, no amount will be incurred

b) a Short Notice Cancellation, 100% of the agreed fees will be incurred; and

c) a No Show, 100% of the agreed fees will be incurred.

d) a Program of Support:

i. in accordance with NDIS Pricing Arrangements and Price Limits, supports provided as part of a Program of Support are not subject to Short Notice Cancellation rules. This implies that The Flagstaff Group will invoice all associated costs against a participant's plan, inclusive of Activity Based Transport and Provider Travel Non-Labour, irrespective of their attendance until they formally exit the Program. In the event of a program exit, the out-of-pocket cost paid for the program will not be refunded.

ii. Participants are eligible to exit from a Program of Support at any time, with the required notice period being two (2) weeks. If a participant ceases attendance in an agreed-upon Program of Support without giving prior notice, claims will continue for a period of four (4) weeks from the time attendance ceased. Claims can continue past the four-week period if the participant notifies within that timeframe of their intention to continue the Program of Support.

5.4 As per the NDIS pricing arrangements Short Notice Cancellation Policy does not apply for supports funded under:

i. SLES line item 10_021_0102_5_3.

ii. Meal Prep & Delivery line item 01_022_0120_1_1.

iii. Meal Prep & Delivery line item 01_023_0120_1_1.

6 ENDING THIS SERVICE AGREEMENT

6.1 This Service Agreement can be replaced or cancelled any time before the Participant's NDIS Plan is implemented and/or active.

6.2 Once the NDIS Plan is implemented and/or active, should either party wish to end this Service Agreement they must give to the other party not less than 7 (seven) days prior notice of that termination, however if either party seriously breaches this Service Agreement the requirement of notice will be waived such that the innocent party may terminate the Service Agreement immediately by giving written notice of termination to the other party.

7 ASSOCIATED DOCUMENTS

1) Flagstaff NDIS Service Agreement
2) Flagstaff Support Coordination Service Agreement