



Cancellation Policy

Created
Nov 2015

F:\Lady Lawley Cottage\Respite\Respite
Operations\Client Bookings\Cancellations_No
Shows\Cancellation and No Shows Policy.docx

Process Sponsor: Senior Manager
Process Owner: Business Support Manager

1. Purpose

This policy provides an authorised framework for Lady Lawley Cottage (LLC) processes and obligations, should a client’s parent/guardian request a cancellation of services. This Policy complies with NDIA and NDIS MyWay Policy on the management of cancellation of services by a customer.

2. Scope

This Policy applies to all LLC services.

3. Responsibilities

Job Title	Action
Customer	Notify LLC of inability to attend the scheduled service.
The Client Services Manager	Ensure all parents/guardians are provided with a copy of LLC’s Cancellation Policy.
Finance and Business Support Team (F&BST)	Process any payments due as a result of a cancellation or no show, in accordance with the notice periods described in this Policy.

4. Definitions

- **Cancellation** - Refers to an individual notifying LLC, in advance, that scheduled hours of service are not required or unable to be received. There are two categories of cancellation:
 - (i) Short notice – where less than 48 hours notice is provided.
 - (ii) Reasonable Notice – where 48 hours or greater notice is provided.
- **No Show** – Refers to an individual not attending or being unavailable without notice for a booked/scheduled service, or where the individual is not at the agreed location at the agreed time for the service.

5. Policy

- The cancellation of a LLC service by the customer, or failure to attend a scheduled service without notice (No Show), may result in the customer being charged the full applicable fee for the booked service and where appropriate, funding may be claimed.
- Booking request and confirmation documentation provided to parents/guardians will outline requirements for service cancellation notification.
- Where the client attends for only part of the scheduled service, without notice, payment for the entirety of the booked service may be charged.
- Where the client fails without notice to attend for the planned respite, LLC will make every effort to contact the parent/guardian to confirm the planned attendance.
- Where notice is given with less than 48 hours (short notice), LLC will try where possible to offer and book the scheduled service to an alternative client.

Cancellation Policy

- Where the service cannot be offered to an alternative client, the hours of service may be forfeited by the original individual and LLC will be paid as per the scheduled fee as if the service had occurred (NDIS clients - up to 8 times/year).
- More than 8 instances of cancellations or no shows in a continuous 12 month period will be notified to the funding Agency, to enable consideration of review of the client's plan.
- For instances where LLC should initiates the cancellation of a service due to operational reasons, the service will be rescheduled at no penalty to either party.
- All new Service Agreements between clients and LLC will include details of advice periods for cancellations and possible forfeit of the booked service.

Notice Period before Scheduled Service	Action	Fee
Reasonable notice	No Penalty. Service rescheduled.	N/A
Short notice	Client forfeits the service if it cannot be offered and booked to another client and LLC is paid as if the Service occurred.	As per scheduled service fee.
No Notice (No Show)	Client forfeits the service and LLC is paid as if the Service occurred.	As per scheduled service fee.

6. Legislation/Standards

National Standards for Disability Services

[Link](#)

7. Links

WA NDIS MyWay Lower South West Support Clusters and Price Cancellations and "no shows" of scheduled supports (NDIA Price Guide Aug 2015

[Link](#)

[Link](#)

8. Documentation

Request for Respite form
Booking Confirmation form

[Link](#)