

C17 Cancellation of Services/Supports Under the National Disability Insurance Scheme(NDIS)

What NDIS Participants need to do if they can't attend a planned service

This is about how Bedford may charge a participant for not attending a planned service.

1. PURPOSE

As a Registered Provider of NDIS supports, Bedford is committed to the effective management of resources and the provision of quality services to participants. Fee charging structures are carefully considered to remain financially viable. Cancellations and non-attendance at booked services are costly to the organisation and as such need to be managed.

2. SCOPE

This policy applies to fees for services/supports provided under the National Disability Insurance Scheme (NDIS) by Bedford Phoenix Inc and Bedford Group Inc, and in this policy both organisations will be referred to as "Bedford".

3. DEFINITIONS

Participant – A person eligible to receive support from the NDIS.

NDIS – National Disability Insurance Scheme.

NDIA – National Disability Insurance Agency.

Plan Manager – A third party (registered provider) who assist participants to manage the funded supports in their Plan.

Registered Provider – A disability support provider that has met the NDIS requirements.

Provider – Someone or an organisation that has products or services to help participants achieve their goals in their NDIS Plan.

Service Agreement – Refers to a signed document between a Registered Provider and a Participant that explains what supports a provider will give a participant and how such supports will be paid.

NDIS Plan – Refers to what money and support a participant can get.

Plan Period – Refers to the duration of a participant's plan.

Cancellation – Refers to a participant and/or their nominee notifying Bedford in advance that a scheduled service(s) is not required or is unable to be received.

Short Notice Cancellation – This is cancellations after 3:00pm the day before the service.

Reasonable Cancellation – Is where the participant has provided notice of cancellation prior to 3:00pm the day before the scheduled service and cancellation fees will not apply.

No Show – Refers to a participant not attending or being unavailable without notice for a booked/scheduled service; or where the participant is not at the agreed location at the agreed time for the service.

4. POLICY

Bedford understands the reasons that contribute to cancellations. However, cancellation rates pose a significant financial risk to the organisation; given the quality and number of professional staff employed to support participants and the preparation/programming that occurs in advance of the sessions of service.

Bedford will set out in the Service Agreement with the participant and/or their nominee the fees/charges for service provision and will seek payment for such in accordance with the relevant source indicated in the participant's NDIS Plan.

Bedford will implement any changes to fees set by the NDIA as they occur throughout the year and will charge cancellation fees in line with the NDIA Price Guide.

Bedford will seek payment directly from a participant where services beyond the NDIS package, eg travel costs, fees for services which have been cancelled late and entrance fees.

If the participant attends for only part of a scheduled service, without notice, payment for the whole of the booked service will be charged.

Where a participant fails, at short-notice or without notice, to keep the scheduled arrangement for the support, Bedford will make every effort to check on their welfare and contact the participant.

If Bedford should initiate a cancellation of a service due to operational reasons, the service will be rescheduled with no penalty to the participant.

Bedford recognises that there may be exceptional circumstances where cancellation fees may be waived; the decision as to whether a fee will be waived rests with the Chief Financial Officer.

4.1 Personal Care & Community Access Supports Cancellation

If there was an unforeseen circumstance and the participant and/or their nominee on their behalf agree that they did not comply with the cancellation requirements, a fee, up to 90% of the agreed price for the cancelled appointment, may be charged against a participant plan; up to a maximum of 12 instances per plan period.

Where a participant fails without notice to keep the scheduled arrangement for the support (a "no show") Bedford's support staff will make every effort to contact the participant.

Bedford's support staff will encourage and work with participants to minimise the number of cancellations and adjust the service provision within the parameters of the NDIS plan as required. This will involve looking at the reasons for the cancellations and assisting them make choices of other activities they may enjoy more to meet their goals and/or assisting them learn how to do "reasonable cancellation" of a service or ask for an activity to be changed to an alternative date or time.

Bedford's support staff will monitor cancellations, report such to the relevant General Manager and provide data to Executive each month.

4.2 Transport Supports

No cancellation fee is payable by NDIA.

4.3 Therapeutic Supports

Bedford can charge a cancellation fee up to 90% of the agreed price for the cancelled appointment.

Within the period of any Service Booking between a provider of therapeutic supports and participant, the total of cancelled appointments charged by the provider must not exceed six hours.

4.4 Risk of Short Notice Cancellations

Where there is a specific risk that a participant will frequently make short-notice cancellations for a support due to the nature of a person's disability or the nature of the support (e.g. behaviour intervention supports), Bedford will make individual arrangements to minimise the number of cancellations.

4.5 Cancellations Process

A participant and/or their nominee must make the cancellation via contacting Bedford on the phone number provided to them in the Service Agreement/Variation, clearly stating the name of the participant and the date of the service cancellation.

5. ASSOCIATED DOCUMENTS

Service Agreement

Service Variation

6. REFERENCES

NDIS Provider "Terms of Business"

NDIS Price Guide 2018-2019