

# CANCELLATION

## POLICY AND PROCEDURE

### **Policy Statement**

Mypower Foundations acknowledges that sometimes in life unexpected things occur which make it difficult for you to come to your appointment. It is our policy that our clients provide 24hrs notice where possible if you are unable to attend your appointment.

If less than 24hrs is provided, a fee of 100% of the agreed service time will be charged.

For our NDIS clients, in accordance with the NDIS Price Guide, late cancellations or failure to attend an appointment will result in 100% of the chargeable hours claimed from the NDIS Plan in line with the latest NDIS Price Guide.

### **Procedure**

- Regular day/s and time/s will be agreed upon at the time of signing your Service Agreement.
- Changes to these day/s and time/s can be altered if a reasonable amount of notice is given by the client, communicated in the way the client is most comfortable with, and the worker is available during the required times.
- If a permanent change to times is required, and the client's regular worker is not available for this, a meeting will be held with the client's facilitator and a new support worker most suited to the client's needs.
- If a client cancels an appointment with 24 hours or more notice, no charge will be applied, and an alternative appointment will be negotiated.
- If a client cancels an appointment with less than 24hr notice, the reason provided will be considered before cancellation fees are applied.
- If a client fails to attend an appointment, contact will be attempted to ascertain a reason.
- For NDIS clients, the cancellation fee will be invoiced via the NDIS portal, the Plan Manager or the customer directly, depending on the style of management of the Plan.
- Cancellations and the reasons for doing so will be documented.

### **Responsibility**

## **Mypower Foundations' responsibilities**

- We will inform you of our policy and your responsibilities.
- We will make an appointment as best suits you at a time that best suits you.
- We will provide you with information about how you can let us know if you can't make your appointment.
- We will apply our policy consistently and fairly.
- We will let you know of any cancellation charges.
- We will allow reasonable time (7 days) to pay the cancellation charges.
- Where there are extenuating circumstances, Mypower Foundations may waive the cancellation fee at our discretion
- Where there are multiple short notice cancellations without reason, Mypower Foundations will endeavour to understand why this is occurring and work with you to develop a support schedule that suits your needs. Should the short notice cancellations continue, Mypower Foundations may cease services.

## **Client responsibilities**

- You will, wherever possible provide at least 24hrs notice when needing to cancel an appointment, unless otherwise agreed upon in your Service Agreement.
- If an appointment is cancelled or not attended with less than 24hrs notice you agree to let us know (where possible) the reasons why.
- Mypower Foundations strives to provide quality service, if you are not happy with the support provided to you please discuss this with your support professional or your facilitator.

## **Relevant Legislation and Policies**

- Privacy Act 1988
- Work Health and Safety Act 2011
- NSW Disability Services Standards
- National Standards for Disability Services
- Disability Discrimination Act 1992
- National Disability Insurance Scheme Act 2013
- NDIS Code of Conduct
- NDIS Cancellation Policy
- NDIS Quality and Safeguarding Framework
- Universal Declaration of Human Rights
- United Nations Convention on The Rights of Persons with Disabilities
- Fair Trading Act 1987
- Anti-Discrimination Act 1977
- Fair Work Act 2009