

Cancellation Procedure – Customer

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Cancellation Procedure – Customer

1. Purpose

This procedure sets out the guidelines for customers who wish to cancel a scheduled service in line with Activ's Cancellation Policy.

2. Scope

This policy applies to all Activ's customers and services.

3. Procedure

If Activ fails to deliver a scheduled service, no charge is payable by the customer or the funder. If a customer wishes to cancel a scheduled service the following rules apply:

3.1 Accommodation Outcomes – Group Homes

Who to notify	Notice Period before Scheduled Service / Program	Applicable Charge
Contact the local Office / Team Leader	Deemed 'With Notice': <ul style="list-style-type: none"> More than 48 hours' notice 	Funded Service: <ul style="list-style-type: none"> Support hours will be drawn down/claimed from customer's funding within the life of their plan. Unfunded Fee for Service: <ul style="list-style-type: none"> Customer will be charged for their accommodation fee Customers are entitled to a waiver of the food and utilities fees for the period the customer is not in their home if absent for 7 days or more.
	Deemed 'No Notice': <ul style="list-style-type: none"> Less than 48 hours' notice <i>Note: Exceptional circumstances such as hospitalisation or death in the family will be reviewed on a case by case basis.</i>	Funded Service: <ul style="list-style-type: none"> Support hours will be drawn down/claimed from customer's funding within the life of their plan. Unfunded Fee for Service: <ul style="list-style-type: none"> Customer will be charged for their accommodation fee Customer will be charged for their food and utilities fee.

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3.2 Accommodation Outcomes - Respite

Who to notify	Notice Period before Scheduled Service / Program	Applicable Charge
<p>During work hours, contact the Respite Bookings Officer in your area. Alternatively the Team Leader must be notified.</p>	<p>Deemed 'With Notice':</p> <ul style="list-style-type: none"> • More than 48 hours' notice 	<p>Funded Service:</p> <ul style="list-style-type: none"> • Scheduled support hours may be banked and re-scheduled within the life of the customer's funding plan. <p>Unfunded Fee for Service:</p> <ul style="list-style-type: none"> • Day/night Respite fee will not be charged for the scheduled stay.
	<p>Deemed 'No Notice':</p> <ul style="list-style-type: none"> • Less than 48 hours' notice • No show <p><i>Note: Exceptional circumstances such as hospitalisation or death in the family will be reviewed on a case by case basis.</i></p>	<p>Funded Service:</p> <ul style="list-style-type: none"> • Support hours will be drawn down/claimed from customer's funding within the life of their plan. <p>Unfunded Fee for Service:</p> <ul style="list-style-type: none"> • Day/night Respite fee will be charged for the scheduled stay.

3.3 Community Outcomes

Who to notify	Notice Period before Scheduled Service / Program	Applicable Charge
<p>Contact the local Office / Team Leader</p>	<p>Deemed 'With Notice':</p> <ul style="list-style-type: none"> • More than 48 hours' notice 	<p>Funded service:</p> <ul style="list-style-type: none"> • Scheduled support hours/units may be banked and re-scheduled within the life of the funding plan. <p>Unfunded Fee for Service:</p> <ul style="list-style-type: none"> • PSC Day fee/Community Support fee will not be charged for the scheduled service.

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Who to notify	Notice Period before Scheduled Service / Program	Applicable Charge
	<p>Deemed 'No Notice':</p> <ul style="list-style-type: none"> • Less than 48 hours' notice • No show <p><i>Note: Exceptional circumstances such as hospitalisation or death in the family will be reviewed on a case by case basis.</i></p>	<p>Funded service:</p> <ul style="list-style-type: none"> • Scheduled hours/units will be drawn down/claimed from customer's funding within the life of the funding plan. <p>Unfunded Fee for Service:</p> <ul style="list-style-type: none"> • PSC Day fee/Community Support fee will be charged for the scheduled stay. • PSC & Community Transport fee will not be charged.

3.4 Community Outcomes - Home and Community Care (HACC)

Who to notify	Notice Period before Scheduled Service / Program	Applicable Charge
<p>Contact the local Office / Team Leader</p>	<p>Deemed 'With Notice':</p> <ul style="list-style-type: none"> • More than 24 hours' notice 	<p>Block funded service:</p> <ul style="list-style-type: none"> • Scheduled hours will not be recorded as delivered. <p>Unfunded Fee for Service:</p> <ul style="list-style-type: none"> • HACC contribution fee will not be charged.
	<p>Deemed 'No Notice':</p> <ul style="list-style-type: none"> • Less than 24 hours' notice • No show <p><i>Note: Exceptional circumstances such as hospitalisation or death in the family will be reviewed on a case by case basis.</i></p>	<p>Block funded service:</p> <ul style="list-style-type: none"> • Scheduled hours will be recorded as delivered. <p>Unfunded Fee For Service:</p> <ul style="list-style-type: none"> • HACC contribution fee will not be charged.

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3.5 Activ Transport

Who to notify	Applicable Charge
Contact the Transport Coordinator (Wembley) 08 9387 0555	Transport service fees apply to sick and annual leave unless the time absent is five (5) consecutive working days or greater (pro-rata for part time passengers). <i>Note:</i> <i>Exceptional circumstances such as hospitalisation or death in the family will be reviewed on a case by case basis.</i>

3.6 Community Outcomes - Activ Recreation

Who to notify	Notice Period before Scheduled Service / Program	Applicable Charge
Contact the Recreation Office (Inglewood) 08 9471 4744	Deemed 'With Notice': <ul style="list-style-type: none"> • More than 28 days 	Funded service: <ul style="list-style-type: none"> • Scheduled support hours/units may be banked and re-scheduled at an agreed alternative time if time still permits within the life of the funding plan. Unfunded Fee For Service: <ul style="list-style-type: none"> • Deposit will be forfeited. • Assessment will be made on individual program's non-refundable costs (refer Activ Recreation Brochure for further details)
	Deemed 'No Notice': <ul style="list-style-type: none"> • Less than 28 days <i>Note:</i> <i>Exceptional circumstances such as hospitalisation or death in the family will be reviewed on a case by case basis.</i>	Funded service: <ul style="list-style-type: none"> • Scheduled support hours/units will be drawn down/claimed from customer's funding within the life of the funding plan. Unfunded Fee For Service – <ul style="list-style-type: none"> • 100% of the cost of the program will be charged.

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3.7 Learning Outcomes - Activ Pathways

Who to notify	Notice Period before Scheduled Service / Program	Applicable Charge
<p>Contact RTO Coordinator (Wembley Office) 08 9387 0555</p>	<p>Deemed 'With Notice':</p> <ul style="list-style-type: none"> • More than 5 days' notice 	<p>Funded Service:</p> <ul style="list-style-type: none"> • Customer/student will not be charged for the program. • Another student can be interchanged on the program or the program fees will be refunded to the customer/student. <p>Unfunded Fee For Service:</p> <ul style="list-style-type: none"> • Customer/student will not be charged for the program. • Another student can be interchanged on the program or the program fees will be refunded to the customer/student.
	<p>Deemed 'No Notice':</p> <ul style="list-style-type: none"> • Less than 5 days' notice • No show <p><i>Note: Exceptional circumstances such as hospitalisation or death in the family will be reviewed on a case by case basis.</i></p>	<p>Funded Service:</p> <ul style="list-style-type: none"> • Customer/student will be charged for the scheduled program <p>Unfunded Fee For Service:</p> <ul style="list-style-type: none"> • Customer/student will be charged for the scheduled program.

3.8 Employment Outcomes

Who to notify	Applicable Charge
<p>Customer to contact the Employee Coordinator.</p> <p>Customer to submit a Leave Application Form or apply through ASK HR.</p>	<p>Funded service:</p> <ul style="list-style-type: none"> • NDIA customer's scheduled hours will not be recorded as delivered after 7 days. • DSS customer's scheduled hours will not be recorded as delivered after one (1) calendar month.

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4. Definitions

Banked hours: Hours/units of service which the customer can use at an agreed alternative time if time still permits within the life of the funding plan.

Cancellation of Service: Cancellation of service refers to a customer's scheduled service not being required or able to be received.

Customer: People living with disability and any other individual or entity purchasing Activ's services.

Drawn Down/Claimed: Activ records these hours as delivered.

Fee for Service: Service which the customer is not funded for but the customer is purchasing and paying for (refer Fee Schedule).

Funded Services: Services funded by Disability Services Commission (DSC), My Way, National Disability Insurance Agency (NDIA), Home and Community Care (HACC) and Department of Social Services (DSS).

Leave: Supported employees taking leave entitlements or unpaid leave (refer to Activ's Staff Leave policy).

No Notice: Where no notice or less than the outlined notice period has been given.

No show: When a customer does not attend the service or is not available to receive a pre-arranged service.

Person Centred Plan: Details the goals and activities a customer wishes to undertake to achieve or maintain the lifestyle of their choice.

Scheduled Service: A planned and rostered service or training.

Waiver: Fee not charged.

With Notice: Where customer is cancelling a service as per the notice period outlined in this procedure.

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5. Key Related Policies and Documents

- Activ Recreation Brochure (current year)
- Cancellation Policy AQuA 2268
- Cancellation Policy – Staff AQuA TBA
- Fee Schedule AQuA 2401
- Leave Application Form AQuA 282
- Staff Leave Policy AQuA 545
- *WA NDIS My Way Pricing Framework 2017/2018*
- *NDIA Price Guide, 2017/2018*

6. Consultation Process

- Finance Manager
- Head of Transactions