

Cancellation Policy

Policy Statement

This policy provides the framework for Activ's obligations towards customers, staff and funders should a customer request a cancellation of services. Activ is committed to providing our customers with excellent service. To optimise our service delivery to all our customers, we require notice from a customer should they need to reschedule or cancel (refer to Activ's Cancellation procedure for details).

The cancellation of an Activ service by a customer may result in:

- the customer being charged whole or part of the applicable fee for the booked service,
- funding being claimed.

If Activ fails to deliver a scheduled service, no charge is payable by the customer or the funder.

Whenever the customer repeatedly cancels a service, Activ will take steps to explore with the customer other opportunities to deliver further services that remain relevant to the customer's goals as identified in their Goal Achievement Plan.

Responsibilities and delegations

Scope: This policy applies to all Activ staff, including permanent full-time, part-time and casual employees, directors, contract workers, temporary agency workers and volunteers.

Responsibilities: Each line manager is responsible, and will be held accountable for ensuring staff, supported employees and customers are familiar with this policy, and have sufficient skills, knowledge and ability to meet the requirements. All employees will be held accountable for complying with the requirements of this policy.

Consultation: Governance and Risk Manager, Head of Service Delivery, Head of Workforce Optimisation, Head of Sales and Development, Region Managers, Finance Department Representatives.

Policy Context

Relevant standards:

- National Standards for Disability Services
- NDIS Practice Standards and Quality Indicators: Core Module

Legislation:

- *Disability Services Act 1986*
- *NDIS Act 2013*
- *Privacy Act 1988*

Related policies and procedures:

- Cancellation Procedure – Customer (2269)
- Customer Rights Policy (2861) and Procedure (2899)
- Duty of Care and Dignity of Risk Policy (2902)
- Goal Achievement Plan Procedure (2573)
- NDIS Progress Reporting Procedure (2873)
- Person Centred Approach Policy (1969) and Procedure (2900)
- Referral and Transition Procedure (3749)

Relevant work instructions, forms, other documents:

- Activ Customer NDIS Progress report (2872)
- Case Note Writing Guidelines (285)
- Our Customer Promise

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