



CANCELLATIONS – FEE CHARGING AND COLLECTION POLICY AND PROCEDURE

Policy number		Version	3
Drafted by	Management Team	Previous version Approved by MC on	4/01/2018
Responsible person	Management Team	Scheduled review date	July 2020

Applies to: All Staff and Clients,	
Specific responsibility: Management Team & Management Committee	
Standards or other external requirements	Standard 1: Rights Standard 2: Participation and Inclusion Standard 3: Individual Outcomes Standard 5: Access Standard 6: Service Management
Legislation or other requirements	National Disability Insurance Scheme Act 2013 NDIS Quality and Safeguard Framework
Contractual obligations	NDIS Service Agreement

POLICY STATEMENT

Early Connections – Coffs Coast is committed to:-

1. Informing clients of their obligations and rights in relation to cancellations of appointments.
2. The effective management of resources and the organisations financial sustainability.
3. Ensuring fee charging procedures are carefully considered in order to manage this.

RATIONALE

There are three types of cancellations referred to in this policy –

1. cancellations by centre
2. cancellations by family
3. no shows / late notice cancellations

To ensure the financial sustainability of the organisation, fees need to be collected from client families when supports are delivered. If a family develops a pattern of cancellations / or no-shows this may place the Organisation in a position where we are no longer able to offer supports.



There is provision in the July 2019 NDIS Price Guide for charging when participants make short-notice cancellations or are a no-show for scheduled appointments. *“Providers can charge a cancellation fee of up to 90% of the agreed price for the cancelled appointment. Where a participant fails, at short-notice or without notice, to keep the scheduled arrangement for the support, the provider must make every effort to contact the participant to determine if there is an additional problem.*

No fee is payable by the NDIA or the participant, for cancellation by a provider or due to the provider’s failure to deliver the agreed supports, unless previously agreed to and documented in the Service Agreement with the participant.”

The NDIA have advised that providers can charge cancellation fees directly to participants, provided the arrangement is detailed in the Service Agreement between the participant and provider.

SCOPE

This policy applies to fees for services / supports provided under the National Disability Insurance Scheme (NDIS).

- Fees and charges are set out in the *Service Agreement* between *Early Connections – Coffs Coast* and the client family.
- *Early Connections – Coffs Coast* publishes a schedule of fees (*Schedule of Supports* document) for services in line with the prices which can be claimed under NDIS.
- *Early Connections – Coffs Coast* further reserves the right to charge the client family for some costs related to cancellations over and above the participant’s NDIS package, including travel costs.
- Where a quote for a service is requested by the National Disability Insurance Agency (NDIA), *Early Connections – Coffs Coast* will develop one based on the actual cost of delivering the service, including organisational on-costs.
- *Early Connections – Coffs Coast* will seek payment for services in accordance with the relevant source indicated in the *Early Connections – Coffs Coast Service Agreement* with each client family, i.e. NDIA, Plan Manager, or the individual where they are self-managing their funding package, or the individual where services have been agreed to above the funding included in the NDIS package (eg: travel fees over travel limits / annual limit / fees for services which have been cancelled late).



- *Early Connections – Coffs Coast* may implement changes to fees set by the NDIA as they occur throughout the year.

FEES FOR TRAVEL TO PROVIDE THERAPY SUPPORTS

The July 2019 NDIS Price Guide states that *Providers can only claim travel costs from a participant in respect of the delivery of a support item if:*

- *the Support Catalogue indicates that providers can claim for Provider Travel in respect of that support item;*
- *the provider has the agreement of the participant in advance (i.e. the service agreement between the participant and provider should specify the travel costs that can be claimed); and*

Where a provider claims for travel time in respect of a support then the maximum amount of travel time that they can claim for the time spent travelling to each participant (for each eligible worker) is 30 minutes in MMM1-3 areas and 60 minutes in MMM4-5 areas. (Note the relevant MMM classification is the classification of the area where the support is delivered.)

In addition to the above travel, capacity-building providers who are permitted to claim for provider travel can also claim for the time spent travelling from the last participant to their usual place of work. The maximum amount of travel time that they can claim for the time spent on return travel (for each eligible worker) is 30 minutes in MMM1-3 areas and 60 minutes in MMM4-5 areas.

Where a worker is travelling to provide services to more than one participant in a 'region' then the provider can apportion that travel time (including the return journey where applicable) between the participants, with the agreement of each participant in advance.

NOTE: Families in the MMM4 and MMM5 regions will be again informed of these charges when meeting to discuss new service agreements and supports. These changes will not affect service agreements signed prior to 1st July 2019.

When signing a new service agreement we will notify all families of which MMM region applies to you and the associated permissible travel time that can be claimed.

PROCEDURES

On enrolment to Early Connections – Coffs Coast a Service Agreement (including a Schedule of Supports) is negotiated and signed by both parties outlining the roles and responsibilities of the service



provider and the child's family. This includes the following statement in regards to cancellations of appointments:

“CHANGES TO SUPPORTS / NO SHOW / CANCELLATIONS”

In the event that either Party needs to make alterations to agreed supports or the manner in which supports are delivered, the party requesting the changed needs to give appropriate notice:

- For minor support changes such as a change to location for appointment, the participant must notify the service prior to 3pm the day before the appointment.
- For major changes such as changes to service delivery a minimum of 2 weeks' notice is requested,
- For changes to the day and time of scheduled appointments, notice is required by 3pm the day before the appointment,
- Where participants fail to present / cancel appointment (no show / fail to attend / cancel without appropriate notification – being cancellations after 3pm the day before appointment), Early Connections will charge a cancellation fee of up to a maximum 90% of that appointment fee within the period of the Service Agreement- as per NDIS Price Guide 1st July 2019 pg. 17.

When EC-CC cancels appointments, alternative supports will be offered where possible in an attempt to minimise disruptions for participants. For example another member of the child's team may be offered to take the appointment, or an offer of production of resources/reports etc. may be made in place of the appointment.

Should changes to supports become frequent, either or both parties may request a review of the Service Agreement, with any changes being in writing, signed and dated by both parties. Consistent and unreasonable frequency of cancellations or changes to supports may result in the suspension of supports.

Confirmation of appointments is required AND confirmation of no-attendance is required. Both can be done in the following ways -

- Responding Yes or No to sms reminders (scheduled and sent approx. 8am the day before appointment).



- **NOTE:** Last minute appointments i.e. Appointments that are booked a day before will not receive a text msg confirmation
- **NOTE** – a ‘No’ response must be provided prior to 3pm the day before appointment to avoid a cancellation charge. If a ‘No’ response is received please expect a call from our administration staff to offer alternative service or reschedule appointment.
- The Early Connections - Coffs Coast Inc. administration team are contactable between the hours of 8am and 4.00pm. A message can also be left on the answering machine.
- Email: bookings@earlyconnections-coffscoast.org.au
- Ph: (02) 6652 8080

It is the responsibility of the client family to notify the Early Connections – Coffs Coast team member if the child is unable to attend an appointment. This is applicable for ALL appointment types:

- Home visits
- Preschool / Child Care / School visits
- Early Connections centre based sessions
- “Tele” Therapy sessions e.g. Skype, FaceTime, phone consultations.
- Scheduled meetings

A record of all cancellations will be made by the Early Connections – Coffs Coast team in the child’s CRM file (Echidna).

Early Connections – Coffs Coast management will use their discretion in determining whether *No-Show appointments* will or will not be charged. For example, in extenuating circumstances it may be determined that this fee should be waived.

Itemised Invoices / Statements will detail the fee charged (at 90% of the usual appointment rate). Where the client family fails to attend, in excess of six hours, the Service Agreement may be discussed and continuation of service may be renegotiated (or ceased) with the client family. See “Suspension of Supports” statement in Service Agreement.

All disputes in relation to charges for Fail to Attend appointments are to be directed to the Program Manager and will be promptly responded to. The “Managing Complaints” process will be adhered to where applicable.

DOCUMENTATION

Documents related to this policy



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COFFS COAST

Related policies			- Managing Complaints Policy
Forms, record keeping or other organisational documents			- Service Agreement signed by both parties - Signed quote outlining agreed services and cost. (Schedule of Supports) - Intake Checklist & Conflict of Interest Declaration
Reviewing and approving this policy			
Frequency	Person responsible		Approval
Annually	Manager and Management Committee		Management Committee

Policy review and version tracking			
Review	Date Approved	Approved by	Next Review Due
	April 2018	Management Committee	June 2019
July 2019	15 th July 2019	Management Committee	July 2020

Management Committee:

Signed:

Name: Ian Braine

Date: 15/07/19