



## Cancellation Policy and Procedures

### Policy statement

This policy relates to Service Users cancellation and no-shows regarding the provision of

- Flexible supports
- Community participation
- One on one supports
- Group supports
- Group travel

Explore Social aims to:

- Reflect the requirements of the NDIS alongside the NDIA Price Guide
- Balance clients and organisational interests in relation to cancellations and no-shows
- Make all reasonable attempts to ensure the safety of clients who are no-shows

### Procedures

Definitions of the terms used and the meaning within the context of this policy are listed in the table below.

Term	Definition
Service User	A Service User is any client who has attended at least 1 invoiced activity with Explore Social and has completed and returned the Explore Social enrolment form.
Cancellation without notice or No-Show	Where a Service User gives no notice, or less than the outlined notice for cancelling a service and the Service User does not attend the service or meet at the agreed location and time to receive support.
Cancellation with notice	Cancellation of a scheduled delivery of supports given 7 days' notice
Funded Services	Services funded by The National Disability Insurance Scheme

### Cancellations

Cancellation of a scheduled activity: To cancel attendance at an activity, Service Users must contact a director (Jessica or Louella) at least 7 days prior to an activity. If no notice is given, or in less than 7 days, Explore Social will charge 100% of the scheduled activity against the Service Users NDIS funds. All cancellations must be made in person, via email or over the phone between the hours of 9am – 5pm at least 7 days prior to scheduled activity booking. If a

scheduled activity needs to be cancelled on a Tuesday (non-operational days for Explore Social), please send an email to [info@exploresocial.com.au](mailto:info@exploresocial.com.au)

Please note, cancellations include Spond. If you have clicked “attending” on an activity in Spond, but click “decline”, you are still liable for cancellation charges.

**Who to notify and notice period before scheduled service and applicable charges apply are listed in the table below:**

<b>Who to Notify</b>	<b>Notice Period</b>	<b>Applicable Charges</b>
Explore Social Directors  <b>Jessica &amp; Louella</b>  9am – 5pm	Short-notice cancellation or cancellation without any notice or contact: (includes notification received <u>less than</u> 7 days prior to scheduled activity or no notification received for not attending scheduled activity)	100% of the activity price as per NDIS price guide.
	Cancellation of service with notice – more than 7 days prior to scheduled service.	No charges are payable
	Cancellation of a scheduled group travel or trip (14 days written notice required)	Charges are applicable for the cost of deposits paid

**Full-Service Hours**

Once a service user has indicated they will attend an activity, the full time period of the activity will be charged regardless of whether a service user arrives late and / or leaves the activity early unless the reason falls under the Special Circumstances category (see below) or the Cancellation Policy has been followed.

**Special Circumstances**

Charges may be waived if the Service User has experienced a catastrophe, e.g. emergency hospitalization or a death in the family.

A decision to waive the charges will be made by Explore Social Directors. The discretion not to charge does not apply in any other circumstances and is not able to be made by any other staff. Explore Social reserves the right to cancel a Service User’s access to activities without notice if a client has breached any of Explore Social’s policies regarding access of service.

**Payments**

If a Service User is self-managed and/or plan managed, invoices are required to be paid within 7 days of receipt.

Useful links

National Standards for disability services

<https://www.health.gov.au/topics/disability-and-carers/empowering/advocacy>

NDIS – Cancellation and no-show of scheduled supports

<https://www.ndis.gov.au/providers/pricing-arrangements>

