

Disability Services - Cancellation Policy

The Benevolent Society endeavours to work closely with clients of our Disability Services to minimise the risk of cancellation, no-show or late changes to the delivery of a scheduled services.

Scope of policy

This document sets out The Benevolent Society group's (**we, us, our**) policy on matters relating to:

- re-scheduling an appointment
- cancelling an appointment
- late changes to an appointment (that is, less than 24 hours before an appointment)
- not showing up for an appointment ("No-show")

by clients (**you, your**) of our Disability Services who have service agreements with us. Please note this policy does not apply to clients we support who are currently funded by NSW Government through Family and Community Services.

While we always encourage you to do your best to make the scheduled appointments, not least because our staff put time and effort into preparing for each appointment, we understand that sometimes circumstances arise which may force you to re-schedule or cancel an appointment. For example, a sudden illness or accident may prevent you from making the appointment. If that is the case, we expect to be notified as soon as reasonably practicable. This helps us in managing your services and our resources in the most effective manner.

In this policy such unforeseen circumstances are described as a "just cause". We will consider all factors (including your past behaviour) before deciding whether you have presented us with a just cause for cancelling, re-scheduling, late changing or not showing up for an appointment.

Re-scheduling or cancelling an appointment

If you want to re-schedule or cancel an appointment:

- (a) **Inform us at least 24 hours in advance of your scheduled appointment time** to avoid a cancellation fee. Please contact your key contact with the reasons for the re-scheduling or cancellation and will help you to re-schedule the appointment to the next convenient time.
- (b) If you **inform us less than 24 hours of your scheduled appointment time**, unless you have just cause, you may be charged up to 100% of the fee for your scheduled services (to be decided by us in our sole discretion) and your cancellation will be deemed to be a "late change".
- (c) If you **do not inform us at all** beforehand, and do not keep your scheduled appointment, unless you have just cause, it will be deemed to be a "no-show" and you will be charged up to 100% of the fee for your scheduled services (to be decided by us in our sole discretion). Where no notice is given, we will make every effort to contact you to make sure that there is no additional problem that prevented you from making the appointment.

We try our best to keep scheduled appointments too. However, some of our staff may also face unforeseen circumstances, and sometimes it may not be possible to find a suitable replacement in time to provide your services. If that is the case, we will endeavour to give you 24 hours' notice and also advise you of your re-scheduled appointment. You will not be charged when the cancellation happens from our end.

Personal care and community access services

If your service agreement with us is for personal care and community access services, you are permitted up to 8 late changes, cancellations or no-shows (in total) in a year, for which you will be charged. A "year" is calculated from the time you entered into the service agreement with us – not a calendar year. If you are a participant of the National Disability Insurance Scheme, we are also required to notify the National Disability Insurance Agency (**NDIA**) that you are at risk of not receiving the services, especially if you need special assistance.

Where there are, or likely to be, more than 8 late changes, cancellations or no-shows in a year, we will work with you to assess the situation and find a solution that works for both parties. However, if it appears unlikely that an agreeable resolution will be reached, we have the right under your service agreement to terminate it by giving you 30 days' notice.

Therapy services

If your service agreement is for therapy services, you will be charged for a maximum of 2 hours of service within the period of your service agreement.

If there are more than 2 late changes, cancellations or no-shows in a year (calculated from the time you entered into the service agreement – not calendar year), we will work with you to assess the situation and find a solution that works for both the parties. However, if it appears unlikely that an agreeable resolution will be reached, we have the right under your service agreement to terminate it by giving you 30 days' notice.

Support in cases of frequent no-show

Where there is a specific risk that you will frequently "not show" for a support due to the nature of your disability or the nature of the support, we will put in place suitable individual arrangements to maximise the likelihood that you will receive all your required services. If you consider yourself in this category, please speak to your key contact at The Benevolent Society so we can plan your needs better.

Other points to note

- We do not collect deposits or money as a bond from you to retain in the event of cancellation of a support.
- No fee is payable by you for a cancellation by us or for our failure to deliver the agreed services, unless it has been specifically agreed to and documented in the service agreement with you.
- This policy may be amended from time to time in line with any changes recommended by relevant authorities (e.g. NDIA) and/or the applicable laws. Where that happens, you will be provided with updates by your key contact at The Benevolent Society.

Any questions?

We wish to have a fruitful relationship with you and provide our services in a manner that is likely to help you to the maximum. If you have any questions about this policy, please contact [insert detail].