

Cancellation and Rescheduling Policy

Purchased Services

Purchased services include 1:1 support, adult day services, after school care program.

Interchange Outer East (IOE) aims to provide families and individuals with consistent support workers. To do this IOE needs to retain its current workforce. It is important that support workers know that they are valued and are an essential part of the organisation. The cancellation and rescheduling policy is one of many measures to ensure that support workers know we understand that their time is valuable and should not be disadvantaged.

Whilst IOE understands that some situations require staff to be flexible and adaptive, families must understand the importance of staff and the impact on them when shifts are regularly rescheduled. Support workers generally look for consistent and stable work and are likely to move on when this is not available.

Scheduled support needs to be viable for IOE. Once support is in place and then rescheduled there is a significant administrative cost to IOE to do the same job twice. If IOE assesses that this is an issue it will be addressed on an individual basis. This applies to both 1:1 and group based services.

For this reason the following charges will apply for cancelled shifts:

Cancellation with 24 hours notice or longer of the intended shift

IOE are required to give booked staff 24 hours notice of a cancellation. It is recommended families notify IOE of cancellations with at least 26 hours notice of the booking to ensure this occurs. Every effort will be made to make direct contact with support workers; however IOE considers a voice message or text message to be reasonable.

If the notification is required outside of office hours it should be made through the after hours mobile service. Unless shifts are cancelled well in advance, all cancellations should be done directly with a coordinator i.e.: over the phone or in person. Phone messages and or emails are not advised as there is no guarantee that messages will be received in a timely manner.

Where support workers are cancelled with 24 hours notice or longer, coordinators will attempt to offer an equivalent shift to the support worker. Where there is no alternative shift available, the support worker will not receive any compensation for the cancelled shift.

Where a 1:1 support shift is being cancelled due to the participant accessing a different IOE service i.e. rec camp or holiday, the family are to inform the provision coordinator of this conflict so that the shift can be cancelled with more than 24 hours notice, and or a replacement shift found for the support worker.

Cancellation within 24 hours notice or less of the intended shift

If an equivalent shift is available for the same time; the support worker will be offered this. They will then be paid for the hours they worked. Support will be invoiced to the person who received the service.

If the original booked shift was longer than the replacement shift, the support worker will be paid the additional hours. These hours will be invoiced to the individual who requested the original shift. In the case of no alternative shift being available, the support worker will be paid the full amount of the booked shift. These hours will be invoiced to the individual who requested the shift.

Where a support worker is being paid for cancelled shifts there may be occasions that they are requested to come into the office and use the time to do administration work. Priority will be made for work that relates to the individual paying their shift but will not be limited to this.

If a support worker chooses not to take the replacement shift/work in the office they will not be paid for the shift, and the individual will not be invoiced.

Where a support worker has been booked to work a period longer than 24 hours and the shift is cancelled without sufficient notice, the support worker will be paid for the first 24 hours of the booking only.

Participant not home at appointed time

If a support worker arrives at an individual's home or agreed meeting place to find they are not there, they are to immediately contact IOE. If a coordinator has no success contacting that individual, the support worker will be asked to wait at the organised location for ½ hour. If the individual does not arrive during that time the support worker is again to contact IOE.

Where it is likely that the shift will not go ahead, the process used for cancellation within 24 hours or less of the intended shift should be followed.

Cancellation within 24 hours or less due to participants being sick

It is not essential for people to cancel shifts due to participants being ill as we recognize that we are working with people who can be more susceptible to illness. In some cases support workers may refuse to work with people who have a contagious illness due to the risk it poses to other clients they work with. In this instance families will not be charged for the cancellation and the support worker will not be paid for the shift.

Cancellation within 24 hours or less of the intended shift due to the participant being hospitalised

Where the hospitalization is an emergency or unplanned admission, coordinators will attempt to offer an alternative shift to the support worker. Where there is no alternative shift available the support worker will not receive any compensation for the cancelled shift, and the individual will not be invoiced.

Recreational Activities – Camps, overnight stays and day/night activities

IOE believes that group based recreational activities are extremely important to assist people to increase their skill set through natural learning moments, help with people feeling less isolated and increase peoples quality of life. Activities are created based on people's interest and needs, group dynamics and within the budget of billable hours. In order for IOE to continue to run activities they must remain financially viable. For this reason the following cancellation conditions are necessary:

IOE's recreation programs have two parts to their costs-

- Activity expenses- cover accommodation, food, transport, entry and ticket costs
- NDIS Support costs – covers planning, administration and wages

Please note that costs for any ticketed events (concerts, festivals, theatre shows) will not be refunded regardless of notice given unless a replacement can be found.

IOE requires three full business (Monday –Friday, 9am-5pm) days notice of withdrawal from an activity or camp. IOE will attempt to find a replacement in which case there will be no charge, however, the following costs will be charged in the event of a cancellation with less than three business days notice and no replacement available:

Camps

NDIS Support costs will be charged

The activity expense will be charged.

Day/night activity

NDIS support costs will be charged

The activity expense will be charged for activities that have an event or ticket cost incorporated into the expense and a refund from the venue is not possible, i.e., musical theatre, sporting events and festivals.

Participants attending camps with a 1:1 support worker:

If the participant cancels off the camp between 72-24 hours the activity expense will be charged for the participant and support worker as well as a 2 hour planning fee.

Cancellations received with less than 24 hours notice will be charged the activity expense for the participant and support worker and the support cost of the support worker as per the 1:1 cancellation arrangements above.

Participants attending activities with a 1:1 support worker:

If the participant cancels off an activity between 72-24 hours a 2 hour planning fee will be charged. If the cancellation is received within 24 hours, a 2 hour planning fee will be charged as well as the cost of the support worker as per the 1:1 cancellation arrangements above.

The activity expense will be charged for activities that have an event or ticket cost incorporated into the expense and a refund from the venue is not possible, i.e., musical theatre, sporting events and festivals.

Cancellation for holidays and overseas trips

Individual agreements will be formulated for participants going on IOE holidays or overseas trips. The agreement will state:

- Cost of the trip,
- Deposit fees
- What can be paid from the participants NDIS plan
- Payment dates
- Cancellation costs

Intensives and courses

Generally an individual commits to a program intensive or course facilitated, by either IOE or an external agency, on a term (block)-by-term basis. Some courses and intensives may run for a 6 or 12 month period. Program costs/activity expenses, tutors and staffing levels are determined by the number of people committed to attend, therefore no refunds for program costs/activity expenses will be available to those that choose to cease to participate before the specified end date.

Intensive programs include: Sports for fun, Reactions, Boys II Men, House Intensive, Duke of Edinburgh and Farm Intensive

Extreme weather event

In the event of a forecasted extreme weather event every effort will be made to make appropriate changes to purchased supports, activities and camps with more than 24 hours notice. The course of action may include:

- Proceeding with the activity/support
- Changing the activity/support to a safer option
- Postponing or cancelling the activity/support

In the event of a sudden extreme weather event activities and supports may need to be rescheduled or cancelled either with short notice or without notice. Arrangements for refunds and payments will be assessed on an individual basis as to what is fair and reasonable.

Sports for fun

Sports for fun will not run on days where the forecasted temperature is over 35 degrees or if the actual temperature is higher than 35 degrees at 12pm. IOE will endeavour to contact participants by sms, as well as Facebook posts on the IOE Facebook page advising of the cancellation. Accounts will be credited if the session does not run for this reason.

Other relevant policies:

<P:\GENERAL\POLICY MANUAL\Individual Policies\Service Users - 5\Fees Policy.pdf>

<GENERAL\POLICY MANUAL\Individual Policies\Workforce - 4\Weather Policy.pdf>

