

## Cancellation and rescheduling policy

Interchange Outer East (IOE) aims to provide individuals and families 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 due to cancellations.

The IOE Cancellation and Rescheduling policy is based on the guidelines set out by NDIA and are as follows:

### Short notice cancellation

Type of support	Notice period required	Cancellation terms
1:1 support of less than 8 hours of continuous support	48 hours	100% support cost charged
1:1 support of more than 8 hours of continuous support	5 business days	100% support cost charged
Recreation activity less than 8 hours in duration	2 business days	- 100% support cost charged - Cost of ticket for event if applicable
Recreation activity/camp more than 8 hours in duration	5 business days	- 100% support cost charged - 100% activity expenses - 100% 2 hour planning fee
Customised holidays including overseas holidays	As outlined in individual agreement	As outlined in individual agreement , may include cost of support, deposit fees, activity expenses, transport, accommodation and any other cancellation fees.
Program of support, includes all IOE block programs of up to 12 weeks in length. These include but are not limited to adult day programs, intensives, Sport for Fun, Reactions, courses, etc.	2 weeks	- 100% support cost charged - Associated activity costs - Component of shared travel expenses
Non face-to-face supports, e.g online supports with Zoom, over the phone, etc.	2 business days	100% support cost
Scheduled meetings with behaviour support practitioners and support coordinators	2 business days	100% cost charged

## Programs of Support

IOE facilitates several *programs of support*. They include but are not limited to, adult day programs, intensives, Sport for Fun, Reactions, courses, after school program, etc.

A program of support is a program that;

- is group based;
- Runs no longer than 12 weeks; and
- Is working towards the achievement of a specified outcome.

Supports delivered as part of a program of support are not subject to the short notice cancellation rules. The following conditions apply:

All individual activities cancelled will be charged at 100% for both support and activity costs.

Two weeks notice will be required for participants wanting to cease participation in a program of support (complete/remaining block of activities).

IOE will be clear at the time of advertising if activities are a *program of support*.

## No shows

If a participant is not at the agreed location at the agreed time for support, meetings, activities or camps it will be considered a *no show* and the participant will be charged in line with a *short notice cancellation*.

## Rescheduling supports

Whilst IOE understands that some situations require staff to be flexible and adaptive, participants and 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.

## Exceptions

IOE will attempt to find support workers suitable alternate shifts for all short notice cancellations. In the event that a replacement shift is found, the participant will not be charged as per the cancellation policy.

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

## Special circumstances

IOE recognises that at times there are emergency situations that arise; this may include the sudden hospitalisation of a participant. IOE team leader and/or general manager will consider these situations on a case-by-case basis and may decide not to invoice the family.

## IOE cancellation of supports

There are times where it is necessary for IOE to cancel or reschedule individual and group supports. This may include extreme weather events including but not limited to bushfire, high temperatures, storms, high winds, floods, etc.

Coordinators will work directly with families on an alternative plan which may include changing, postponing or cancelling the support or activity. Arrangements for refunds and payments will be assessed on an individual basis as to what is fair and reasonable.

## 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](#)