



1.0 PURPOSE

Complex Behaviour Change understands there are times when planned sessions cannot go ahead. Costs are incurred by Complex Behaviour Change regardless of whether a client attends a session.

This policy aims to minimise the negative effect on both Complex Behaviour Change and its clients when a session is cancelled.

2.0 SCOPE

This Policy applies to all employees of Complex Behaviour Change. A reference to “employees” or “staff” includes permanent, fixed-term, temporary and casual employees, directors, contractors, volunteers and other representatives acting on behalf of Complex Behaviour Change in any capacity.

This Policy applies to all clients who access services provided by Complex Behaviour Change.

3.0 POLICY

Complex Behaviour Change aims to balance customer and organisational financial interests in relation to cancellations and no-shows, and to make all reasonable attempts to safeguard customers who no-show. Complex Behaviour Change’s policy reflects the requirements of the relevant government agencies for the funding being utilised to pay for the service (e.g. National Disability Insurance Scheme (NDIS) Terms of Business for Registered Providers and the most current National Disability Insurance Agency (NDIA) Price Guide, or other).

4.0 DEFINITIONS

4.1 Adequate Notice

Cancellations with more than two (2) business days’ notice.

4.2 Inadequate Notice

Cancellation of the scheduled delivery of supports from between two (2) business days’ notice and prior to 3.00pm on the day before the scheduled service.

4.3 Short-Notice

Cancellation of the scheduled delivery of supports after 3.00pm the day before the scheduled service.

4.4 No Show

Non-attendance for scheduled delivery of supports without notice.

4.5 Business Day

Monday to Friday 9.00am – 5.00pm.

5.0 PROCEDURE

5.1 Cancellations

Complex Behaviour Change’s Cancellation Policy will be discussed with all clients at the time of the initial request for services, whether face to face, telephone or email.

Complex Behaviour Change’s Cancellation Policy will be discussed with all clients before signing a Complex Behaviour Change Service Agreement. To cancel an appointment, clients can notify Complex Behaviour Change within the business hours of 9.00am – 5.00pm.



Alternatively, clients may leave a message if contacting over a weekend or public holiday. However, the business days' notice periods still apply.

5.2 Notice Periods

- 5.2.1. Where Complex Behaviour Change cancels as the service provider, no charge is made to either the participant or to NDIS.
- 5.2.2. Where the participant cancels **after 3 pm** of the day before service delivery, Complex Behaviour Change will charge 90% of the scheduled fee (4.3 Short Notice Cancellation).
- 5.2.3. Where the participant cancels **before 3 pm of the previous day**, Complex Behaviour Change will charge a percentage of the scheduled fee as follows:
 - Where supports are cancelled **with 48 hours'** notice or more, no charge applies (4.1 Adequate Notice);
 - Where supports are cancelled **with 24 - 48 hours'** notice, a cancellation fee of \$50 will be invoiced to the client (4.2 Inadequate Notice).

Wherever possible, Complex Behaviour Change will charge the relevant funding body (e.g. NDIS) directly. If the funding body rejects the cancellation payment for any reason, the client will be charged directly as above.

Please note: *From March 25th 2020 to 25th September 2020, due to COVID 19, the short notice cancellation fees have changed and you will be required to provide 10 business days for a cancellation (no longer 48 hours) to avoid paying the full cancellation fee. During this time, a short cancellation fee will be charged at 100% if you cancel after 3pm the day before your appointment.*

5.3 NDIS Funded Services

- 5.3.1. Personal Care and Community Access Supports
 - Up to and including 12 occasions per year: NDIA permits cancellations with short-notice or no notice being charged against the NDIA plan up to (and including) 12 times a year. This will be recorded on the service delivery form as a short-notice or no-notice cancellation and 90% of the session fee will be charged to the client's NDIS plan.
- 5.3.2. Short Term Accommodation (STA – formerly known as Respite)
 - For each booking, as per 5.2.1 to 5.3.3 above.
- 5.3.3. Therapy and Early Childhood Intervention Groups
 - Up to and including six (6) hours per service booking: NDIA permits that cancellations with short notice or no notice for therapy can be charged up to and including six (6) hours per service booking. This will be recorded on the service delivery form as a short-notice or no-notice cancellation and 90% of the session fee will be charged to the client's NDIS plan.
- 5.3.4. Other Supports
 - Where the NDIA does not permit charges against the NDIA plan, the customer will be personally charged according to the notice periods as described in 5.2. This will be recorded on the service delivery record and the relevant charge will be invoiced to the client personally. A cancellation will be noted on the invoicing spreadsheet as a cancellation and relevant details will be added, including the invoice going directly to the client.



5.4 All Other forms of Payment (i.e. other than NDIS)

For all other sources of payment for services including self-funding, Complex Behaviour Change will invoice the client directly for payment according to the notice periods outlined in 5.2

5.5 Special Circumstances

Charges may be waived if the customer has experienced a significant event, e.g. emergency hospitalization or a death in the family. The decision to waive the charge will be made only by the Team Leader or Manager of the relevant service.

5.6 Safeguarding and No-Shows

In the event of a no-show, the employee scheduled to support the client will make every attempt to contact the client to determine if there are any special circumstances or safety concerns for the client:

- telephone the client to check on their safety (if appropriate to do so);
- telephone the client's nominated emergency contact person;
- contact the relevant Complex Behaviour Change Team Leader and seek direction on next steps. The Team Leader will:
 - assess and determine the next steps including whether to persist with contacting the client, their emergency contact person or other authorities having regard to what is known about the client, their behaviours and risks; and
 - make a decision regarding the client's next appointment (if relevant), including sending a reminder SMS and/or telephone call.

5.7 Suspension of Services

There are times when clients request a temporary suspension of service delivery due to personal circumstances, such as travelling overseas, holidays, etc. Complex Behaviour Change is unable to hold a placement without payment. If the client wishes the place to be held open until their return, the client must pay for the service during the period of absence. If the client chooses not to pay for that position and it is still available on the client's return, they will be restored to that service.

6.0 RELATED DOCUMENTS

Legislation and Regulations

[National Disability Insurance Scheme Act 2013](#)

[\(Cth\) Privacy Act 1988 \(Cth\)](#)

[Australian Privacy Principles](#)

[Human Services Quality Standards \(Dept Communities, Child Safety and Disability Services\) National Disability Standards \(Cth\)](#)

[NDIS Terms of Business for Registered](#)

[Providers NDIA Price Guide](#)



7.0 VERSION CONTROL

Version issue date:	04-04-2020
Policy owner:	Complex Behaviour Change Pty Ltd
Implementation:	CBC Authorised Personnel
Approval authority:	Director Mitch Bayliss
Review date:	04-04-2022