

Purpose and Scope

This policy outlines the cancellation conditions for participants relating to Cahoots supported services, including **day supports** and **overnight supports** (together, “services”).

The CEO, at his absolute discretion, may consider special applications that are beyond the scope of this policy.

This policy does not apply to bookings for the Cahoots Adventure Camp or Bayswater Family Centre.

This policy applies to all participants.

The Community Engagement Manager is responsible for implementation of this policy.

Definitions

Cahoots means all staff, volunteers, and contractors.

Cancellation occurs where the participant does not attend a booked service, withdraws from the service, or provides less than the required notice as detailed in this policy.

Business hours means Cahoots head office operating hours; Monday to Friday 9am to 5pm, excluding public holidays.

Clear business days means business days excluding weekends and public holidays (used where required under the NDIS Pricing Arrangements).

Participant means the person accessing supports and services from Cahoots, and where the participant is unable to make decisions for themselves, refers to their legal representative such as a parent, guardian, carer or advocate.

Service means a supported service delivered by Cahoots, including day supports and overnight supports.

Time of receipt: Cancellations received outside business hours are taken to be received on the next business day (for notice periods measured in business days).

POLICY STATEMENT

At times, a service may be cancelled by Cahoots prior to or during a service. Similarly, participants may cancel their booking prior to or during the service.

Services are planned and booked 6 to 12 months in advance. Costs are incurred by Cahoots regardless of whether a participant attends a service.

Short Notice Cancellations (NDIS-funded participants only)

Where permitted under the NDIS Pricing Arrangements and Price Limits, Cahoots may charge up to **100% of the agreed fee** for a short notice cancellation when all NDIS requirements are met.

Cahoots can only claim a Short Notice Cancellation if **all** of the following apply:

- The NDIS Pricing Arrangements and Price Limits indicate that Short Notice Cancellations can be claimed for that support item;
- Charges comply with the NDIS Pricing Arrangements and Price Limits;
- The participant has agreed in advance (the service agreement specifies that Short Notice Cancellations may be claimed);
- Cahoots was unable to find alternative billable work for the relevant worker during the scheduled support time and is required to pay the worker for the time that would have been spent delivering the support.

A Short Notice Cancellation may also apply where a participant does not attend a booked service or is not present within a reasonable time after the scheduled start of the support.

NDIS notice periods

- **Short Notice Cancellation – 7 days:** typically applies to Disability Support Worker (DSW) supports where the participant provides less than 7 days' notice, or is a no-show/not present within a reasonable time.
- **Short Notice Cancellation – 2 clear business days:** typically applies to non-DSW supports where the participant provides less than 2 clear business days' notice, or is a no-show/not present within a reasonable time.

Group-based supports

For supports delivered to a group, if a participant cancels and Cahoots is unable to fill the vacancy, Cahoots may claim the agreed fee for that participant in accordance with the NDIS Pricing Arrangements.

Where supports are delivered to a group of participants, and a participant cancels within the applicable Short Notice Cancellation period, Cahoots may claim the agreed fee where the provider was unable to fill the vacant place and the service continued to operate for the remaining participants.

Claiming (NDIS)

Claims must be made using the same support item that would have been used if the support had been delivered, using the “**Cancellation**” option in the myplace portal.

Participant-initiated Cancellations

Participants (or their guardian) must notify a Cahoots Family Relationships Officer (FRO) by email at info@cahoots.org.au.

Cancellation requests should include the participant name, service booked and date of the service to ensure accurate processing.

Cancellation fees apply in accordance with the Service Cancellation Notice Periods below.

Reasons that may incur cancellation fees include (but are not limited to):

- Illness (e.g., flu, gastro, COVID, fever, cough, shortness of breath)
- Other commitments
- Transport issues
- Behavioural support needs that prevent safe participation
- Family concerns

- Insufficient funding
- Activity not suitable for the participant

Cahoots-initiated cancellations and early collection

Cahoots only operates services when it is safe to do so.

Cahoots may cancel a service prior to or during delivery if it is deemed unsafe for participants, staff or volunteers. Potential reasons include (but are not limited to):

- Emergency in the area/location of the service and no ability to relocate
- Serious incident on a service and no ability to continue
- Appropriate staffing ratios are no longer available to support participants

Cahoots may require a participant to be collected early (sent home) for reasons including (but not limited to):

- Cahoots is unable to meet support requirements
- The participant is affecting the welfare of others
- Injury
- Sickness

If Cahoots cancels prior to the service commencing, participants will be notified as early as possible and will not be invoiced for the service.

If Cahoots cancels after the service has commenced, or a participant is required to leave early, the CEO (at his absolute discretion) will assess applicable charges based on the circumstances.

Service Cancellation Notice Periods

Overnight supports

- If cancellation occurs within the applicable **NDIS Short Notice Cancellation period (7 days)**, Cahoots may invoice up to 100% of the agreed service fee.
- If **7 days' notice or more** is provided, no cancellation fee will be charged.

Day supports

- If cancellation occurs within the applicable **NDIS Short Notice Cancellation period (7 days)**, Cahoots may invoice up to 100% of the agreed service fee.
- If **7 days' notice or more** is provided, no cancellation fee will be charged.

Note: Where a participant is NDIS-funded, Cahoots will only claim cancellation fees in accordance with the NDIS Pricing Arrangements and the participant's service agreement.

Continuity of supports

In the case of a service being cancelled, Cahoots will maintain duty of care until the participant can be collected by their parent/guardian.

Cahoots understands services provide essential respite for families and ensures service modifications and contingencies are in place to minimise the risk of cancellations.

Complaints

A participant can make a complaint about any issue connected to their booking or service. Complaints will be handled in accordance with the Complaints and Feedback Policy and Procedure.

Where the service was funded by the NDIS, a participant can also contact the NDIS Commission on **1800 035 544** or via the NDIS Commission complaints form.

Communication

This policy will be communicated in an appropriate way to:

- Participants and their support networks (e-newsletter, website, intake process, easy-to-read flyers, and on request)
- Staff and volunteers (induction, professional development and staff meetings)

Policy Review

This policy will be reviewed every two years in consultation with participants and their support networks, together with staff and volunteers, or earlier if required due to changes in NDIS legislation, Pricing Arrangements and Price Limits, or other regulatory requirements.

Reference and Related Documents

- NDIS Pricing Arrangements and Price Limits (current version)
- Cahoots Participant Agreement and Consent Pack Policy and Procedure
- Cahoots Participant Agreement and Consent Pack Template
- Cahoots Support Plan, Risk Assessment & Action Plan Policy and Procedure
- Cahoots Service Access and Exit Policy and Procedure
- Cahoots Behaviour Support Policy and Procedure
- Cahoots Emergency and Disaster Management Policy
- Cahoots Health and Infection Control Policy and Procedure
- Cahoots Crisis Response Policy
- Code of Conduct – Adult Participants
- Code of Conduct – Kids and Teens
- Cahoots Facilitator Manual

Versions

No.	Approval Date	Description of Amendment
1.0	10/07/2019	Policy created
2.0	23/03/2020	Amended COVID19 added
3.0	28/08/2020	Reviewed
4.0	26/05/2021	Reviewed
5.0	8/03/2022	Reviewed
6.0	30/03/2022	Reviewed
7.0	22/02/2023	Amended COVID19 removed
8.0	26/05/2023	Added complaints
9.0	17/07/2024	Reviewed – Amendments made
10.0	5/03/2026	Updated the Cancellation Policy to align with current NDIS Pricing Arrangements and Price Limits, including clarification of short notice cancellation conditions, notice periods, and policy review requirements.

Owner	Approver	Next Review
Community Engagement Manager	CEO	March 2028