

Cancellation policy

Purpose

This policy describes how client cancellations are managed. RIDBC acknowledges that clients and their families face multiple demands on their time. Appointments may need to be cancelled on occasion. An external version of this policy (refer to References section) is provided to clients to make sure they make the most of their access to RIDBC services in order to meet their goals.

Scope

This policy applies to all Client Services.

Policy

Clients must provide 24 hours' notice of cancellation of an appointment or a cancellation fee will apply.

RIDBC sends out reminder texts and/or emails 48 hours before scheduled appointments.

RIDBC has three types of cancellations:

1. Within the Required Notice – Clients request to cancel an appointment at least 24 hours before it is scheduled.
2. Outside of the Required Notice – Clients request to cancel an appointment less than 24 hours before it is scheduled.
3. No notice given (Do not show/DNS) – The client does not attend the appointment at the scheduled time and location.

Cancellation Fees

Appointments cancelled with less than 24 hours' notice or with no notice given (do not show) will be charged 100% of the value of planned supports, including any travel for the session. RIDBC determines the cancellation fee and policy from the requirements of the NDIS Price Guide. The most recent Price Guide must be used.

Policy

Process

When RIDBC processes the cancellation, the session is charged to the client with a note that it was a cancellation. This is a direct claim against the client's NDIS funding and the NDIA is notified of the cancellation through the claim.

Special circumstances

RIDBC may waive up to 2 cancellation or no-show fees. There may be extenuating circumstances in which cancellation charges may be waived by a service manager. It must be explained to clients that if cancellation fees are waived, the NDIA does not have visibility of the cancelled sessions. Future NDIS planning and funding may be impacted.

If clients regularly miss or reschedule appointments, they must be contacted to determine how RIDBC can best support them or adjust the schedule of appointments. The NDIA must be notified if a client has an unusual number of cancellations.

Cancellations coming from RIDBC

RIDBC will give clients as much notice as possible regarding appointment changes. If an employee is unwell, the client will be contacted as soon as possible with an offer of a different employee (where appropriate) for the appointment. Alternatively, the client may choose to reschedule the appointment with the original employee.

References

NDIS Price Guide