

## Purpose and Scope

This policy outlines the cancellation conditions for participants relating to Cahoots supported services (“**camps**” and “**programs**”).

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

This policy does not apply to services conducted through the Kerem Adventure Camp or Bayswater Family Centre.

## Policy

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

This policy outlines the conditions of cancellation of a service – camp or program.

### Definitions:

For the purpose of this policy.

- Cahoots means all staff, volunteers, and contractors.
- Full Business Day means Cahoots head office operating hours; Monday to Friday 9am to 5pm, excluding public holidays. (Note: - Notification of cancellations received outside these hours will be received and actioned the next Business Day)
- A cancellation occurs if the participant does not attend a booked service, withdraws during the service or has given less than the minimum notice as detailed below.

### Service Cancellation Notice Periods

#### Camps

- A. If less than 7 Full Business days’ notice is given of a cancellation, Cahoots will invoice 100% of the full camp fee.
- B. If more than 7 Full Business Days’ notice is given of a cancellation, no cancellation fee will be charged.

#### Programs

- A. If less than 7 Full Business Days’ notice is given of a cancellation, Cahoots will invoice 100% of the full program fee.
- B. If more than 7 Full Business Days’ notice is given of a cancellation, no cancellation fee will be charged.

### Short Notice Cancellations (Only for NDIS participants)

For supports delivered to a group of participants; Cahoots will charge a participant a Short Notice Cancellation at the original booking rate when:

- A. A participant cancels and Cahoots does not fill the cancelled vacancy; and
- B. All other Short Notice Cancellation requirements are met.

## Short Notice Cancellation requirements:

Cahoots can only claim from a participant's NDIS Plan for a Short Notice Cancellation of the delivery of a support item to the participant if all of the following conditions are met:

1. The NDIS Pricing Arrangements and Price Limits indicates that providers can claim for Short Notice Cancellations in respect of that support item; and
2. The proposed charges for the activities comply with the NDIS Pricing Arrangements and Price Limits; and
3. Cahoots has the agreement of the participant in advance (that is, the service agreement between the participant and provider should specify that Short Notice Cancellations can be claimed); and
4. Cahoots were not able to find alternative billable work for the relevant worker and are required to pay the worker for the time that would have been spent providing the support.

Claims for Short Notice Cancellation should be made using the same support item as would have been used if the support had been delivered, using the "Cancellation" option in the my-place portal.

## **Participant/Guardian-initiated Cancellations**

The participant/guardian shall notify a Cahoots Family Relationships Officer (FRO) by email [info@cahoots.org.au](mailto:info@cahoots.org.au) of the cancellation.

Cancellations fees will apply in accordance with Service Cancellation Notice Periods.

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

- Sickness like Flu, gastro, Covid, fever, cough, shortness of breath.
- Other commitments.
- Transport issues.
- Behavioral issues.
- Family concerns.
- Insufficient funding.
- Activity not suitable for the participant.

## **Cahoots-initiated Cancellations**

Cahoots only operate services when it is safe to do.

Cahoots may cancel services prior to or during a service if it is deemed by Cahoots unsafe for staff and participants.

Potential reasons for cancellation include (but are not limited to):

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

Cahoots may remove (send home) a participant from a service for the following reasons (but not limited to):

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

If Cahoots cancels prior to the service commencing, all participants will be notified as earliest as possible. Participants will not be invoiced for the service.

If Cahoots cancels after the service commencing or participants are removed (sent home) from the service, the CEO at his absolute discretion, will assess applicable charges based on the circumstances.

### **Continuity of supports.**

In the case of a service being cancelled, Cahoots will maintain the duty of care of participants until they can be legally handed over to a parent/guardian.

Cahoots understands that its services provide essential respite for families and as such ensures service modifications and contingencies are in place to minimize the risk of cancelling services.

## **Reference and Related Documents**

NDIS Price Guide

Cahoots Terms & Conditions

Behaviour Support Policy and Procedure

Health and Infection Control Policy

Crisis Response Policy

Facilitator Manual

## Versions

Version Number	Date	Description of Amendment
1.0	10/07/19	Policy Created
2.0	23/03/2020	Reviewed – COVID19 Clause added
3.0	28/08/2020	Reviewed – Amendments made
4.0	26/05/2021	Reviews – Amendments made
5.0	8/03/2022	Reviewed – Addition of CFC
6.0	30/03/2022	Reviewed – Additions made
7.0	22/02/2023	Reviewed – Amendments made
8.0	17/07/2024	Reviewed – Amendments made