



2.8 Cancellation and 'No Show' Policy

Policy

PlayAbility aims:

- To reflect the requirements of the NDIS Terms of Business for Registered Providers and the most current NDIA Price Guide.
- To balance customer and organisational financial interests in relation to cancellations and 'no-shows'.
- To ensure each Early Intervention Specialist has utilised their time effectively and efficiently
- To reschedule appointments

Procedure

PlayAbility understands that from time to time situations arise, and it is sometimes not possible to make it to bookings/sessions. If a client is not able to attend their booking/session, PlayAbility requires two clear business days notice.

To cancel an appointment, clients should contact their nominated early intervention specialist/therapist within the business hours of 9.00am to 5.00pm. If a direct contact number for the worker is not available please contact the administration office on 02 64961918 and leave a message. PlayAbility can also be contacted by email – admin@playability.com.au or via the Contact Us page on our website www.playability.com.au.

If a client has not arrived for their appointment and no prior contact has been made the staff member will attempt to reach the primary contact to determine if they are running late or not able to attend. If clients arrive late the session will run until the agreed end time as staff may have other clients or the venue may be booked by other staff.

Where two clear business days to cancel a booking has not been provided the service, PlayAbility will charge 100% of the agreed price for the cancelled appointment.

This cancellation fee follows the advice in the NDIS Price guide and is outlined to families during the Intake and Service Agreement processes.

If a client repeatedly cancels appointments, PlayAbility will contact the family to discuss another time or a change in the way service is provided that may be more suitable.



Where supports are cancelled with notice (as set out in the Service Agreement), no charge applies.

We understand that occasionally unavoidable circumstances may prevent you from being able to provide reasonable notice. In this case, cancellation fees may be waived, but only with management approval.

If a client has been a 'no show', key workers must make every effort to contact the participant to determine if there are any extenuating circumstances.

DOCUMENT HISTORY

Version	Date Reviewed & Approved
Version 5	April 2021
Version 4	April 2019
Version 3	January 2019
Version 2	July 2018
Version 1	Endorsed March 2018