



GOLDEN AGE
ALLIED HEALTH

CANCELLATION POLICY

DEFINITIONS

The definitions contained herein are not exhaustive and staff may need to consider the relevant legislation for further applicable definitions:

- Cancellation: where notification of a client's / family's inability to attend a session or intent to cancel a session is provided within the minimum notification period (as defined below).
- No-show: where a client / family does not attend a scheduled session and no notification has been received, or notification is received later than the minimum notification period (as defined below); this includes circumstances where the session is scheduled to take place at the client's / family's home and, upon arrival, the staff member is told by the client / family that the session will not be proceeding as scheduled
- Minimum notification period: at least 48 hours prior to the scheduled commencement of the session or service; for the purposes of this policy and subordinate procedure, this may be referred to as 'minimum period'
- Cancellation With Notice: Cancellation of the scheduled delivery of supports with at least the notice as required by the Service Agreement.
- Cancellation Without Notice: Where no notice or less than the notice period required by the Service Agreement has been given.

The minimum notification period for cancellation of sessions or services will be at least 7 days prior to the scheduled commencement of the session or service. The preferred method for notification is via phone on (02) 8355 1616 or email to NDIS@goldenage.com.au. No charge will be incurred for cancellations with notice.

In the event that the minimum notification period for cancellation is not provided or the customer no-shows, Golden Age will charge up to 100% of the agreed service price to the customer for the supports that would have been delivered.

The National Disability Insurance Agency permits that cancellations without notice and no-shows can be charged against the NDIA plan up to (and including) 8 times a year.

Special circumstances charges may be waived if the customer has experienced a catastrophe, e.g. emergency hospitalisation or a death in the family.

Should four consecutive appointments be cancelled, a staff member will contact client / family to discuss service delivery. The outcome of this discussion may include:

- The service agreement being put on hold for an agreed period of time.
- The service agreement (including times, dates and locations for delivery) being reviewed to avoid further cancellations.
- The service agreement being terminated. No-shows

Where a client or family is a no-show, the staff member will make all possible attempts to contact the client or family via telephone, email or other means, to determine if there is any problem, emergency or crisis which has prevented or hindered their attendance. Should two consecutive appointments be no-shows, a staff member will contact client / family to discuss service delivery. The outcome of this discussion may include:

- The service agreement being put on hold for an agreed period of time.
- The service agreement (including times, dates and locations for delivery) being reviewed to avoid further cancellations.
- The service agreement being terminated.