

Service Cancellation Policy

Purpose

To ensure that the LEAP Centre has a consistent approach to charging for cancelled services which is:

- Fair to families with young children who experience frequent illness
- Financially sustainable for the Centre
- Consistent with National Disability Insurance Scheme (NDIS) cancellation rules.

As of 1 July 2019, a short notice cancellation is defined by the NDIA as failure to provide 2 clear business days' notice. Providers can recover 100% of the fee when this timeline is not met by a participant. There is no limit to the number of short notice cancellations or no shows that a provider can claim. If there is an unusual number of no shows/cancellations, providers do have a responsibility to the participant to discuss the reasons and make efforts to minimise future cancellations.

It is our belief that 2 clear business days' notice is not always possible. The LEAP Centre will use the following formulation:

- For visits which take place at a school, preschool or other community venue which is not the child's home, it is the parent/caregiver responsibility to notify the LEAP Centre of a cancellation.
- No show without notice including visits to school and preschool where the child is not present will incur a 100% full fee charge, including any travel time planned.
- Cancellations after 8.30am on the day of the appointment will incur a 100% full fee charge, including any travel time planned.
- Cancellations the day before the appointment or before 8.30am on the day of the appointment will incur a 50% charge, including any travel time planned.
- Cancellations which provide more than 24 hours' notice are not charged, including any travel time planned.



- Provider travel costs (non labour kilometres) will not be charged for a cancellation, UNLESS the staff member has undertaken the travel and there was no notice for a late cancellation.
- In extenuating circumstances, a written application can be made to the Centre manager for consideration.