

YMCA Whittlesea

Absences & Cancellation Policy

1. Purpose:

The Y is committed to ensuring Absences and Cancellation Policy advocates for the active management of program and service absences and cancellations, both with and without notification. This allows the effective management of participants and aims to ensure both their safety and concern is of importance and the ability to effectively conduct programs and services.

2. Scope:

This policy is applicable to all service users, staff, and volunteers of the Y.

3. Policy:

The service agreements between a participant and the Y reference this policy. By acknowledging/ signing (verbally or in writing) the Service agreement, you agree to the conditions of rescheduling services, notice periods for cancellations, and payments of cancellations.

Where a participant fails, without notice, to keep the scheduled arrangement for the support, the Y will make every effort to contact the participant to determine if there is an additional problems or concerns (e.g., the person has fallen out of bed and cannot raise an alarm, or there is a sudden break down in the informal supports and additional support is likely to be required).

Cancellation fee will only be charged if alternative billable work for the relevant staff member cannot be found (ie, staff member paid), and no cost has been incurred by the Y. Where a cost has been incurred by the Y a cancellation fee will be charged.

No fee is payable by the NDIA or the participant, for cancellation initiated by the Y or due to the Y's failure to deliver the agreed support unless previously agreed to and documented in the Service Agreement.

Payment of all cancellations conditions

- The prices for all the Y's services and supports in the NDIS are in line with the current NDIS Price Arrangements and Price Limits.
- Cancellations will be changed in line with Cancellation policy as detailed in the current NDIS Price Arrangements and Price Limits.
- The Y will only claim funds from a service user if all the NDIS Price Arrangements and Price Limits cancellations conditions are met.
- If Y is still required to pay for activity costs, accommodation, staffing or any other program related cost cancellation charges will apply.
- Any out-of-pocket expenses or program fees charged prior to the program will not be refunded or transferable if cancellation occurs within 4 weeks of the service delivery/ program.
- If a service delivery support is cancelled by Y Whittlesea, participant will not be charged.

Liability for Cancellation/ Absence Fees

If a support is cancelled and/or an absence has incurred a fee, the participant or their representative is responsible for paying the fee if NDIS funding does not cover the cost.

4. Definitions:

'The Y', 'Y' or 'Y Whittlesea': refer to YMCA Whittlesea Inc and YMCA Whittlesea Community Services

Service Agreements: also known as a contractor's agreement, or a contract for services, is an agreement under which one party agrees to provide services to another party in exchange for remuneration.

Service User/ Participant/ Client - any person who is requesting services or eligible to receive supports.

Representative: A person acting on a service users' behalf.

Absence: the state of being away from a place or person.

Cancellation: the action of cancelling something.

Notification: the action of notifying someone or something.

Cessation: the fact or process of ending or being ended.

Fee/ Payment: the action or process of paying someone or something or of being paid.

Business hours: 9:00am-5:00pm, Monday to Friday or as communicated on the Y's website.

Out-of-pocket expenses or program fees: Fees not covered by the NDIS but are required to attend a Y support

5. Related Policies, Procedures and Supporting Documents

- Service Access Policy
- Feedback, Concerns and Complaints Policy
- YMCA Whittlesea Service Agreement
- Absences and Cancellation Procedure

6. Legislative and Industry Requirements

- [National Disability Insurance Scheme Act](#)
- NDIS Pricing Arrangements

7. Consequences of Breaching this Policy

All elements of this policy must be adhered to, and any breach will be dealt with in accordance with the [YMCA Whittlesea Disciplinary and Termination Policy](#).

8. Policy Owner

The General Manager is responsible for keeping this policy current, including making amendments as required and regular reviews as scheduled.

9. Document Control

Review of this policy will be undertaken every two years, or prior as required by law, in consultation with appropriate YMCA personnel.

Policy available on Y-MAC>Communication>Manuals and Files>Policies and Procedures. This document is due for review on 06/01/2027.

Version:	Description of Amendment	Amended by	Approver and Date	Release Date
V5	General review and clarification a liability for cancellations	Annette Jurisch	06/01/2025 Annette Jurisch	06/01/2025
V4	Splitting of Policy and Procedure into two separate documents Inclusion of NDIS Commission. Change of Name from Participant Absences and Cancellation Procedure (removing participant in title)	Annette Jurisch	02/12/2020 Annette Jurisch	02/12/2020