



GOV-POL-010 – CANCELLATION POLICY

Table of contents

1.	Notice Required	2
2.	How to Notify Us	2
3.	Reasonable Notice.....	2
3.1	Cancellations.....	2
3.2.	No Shows	3
4.	Cancellation & 'No Show' Fees	3
4.1.	Therapeutic Services	3
4.2.	Other Services (Community Access, Personal Care, Skill Development)	3
4.3.	Specific Fee Circumstances.....	3
5.	Matrix of Applicable Fees.....	5
6.	Communication of This Policy	5

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1/196 McCormack Street, Manunda, 4870

PO Box 280, Cairns North LPO, Q 4870

www.gslservices.com.au

(07) 4031 0123 | info@gslservices.com.au | Facebook : GSL: a Good Start to Life

1. Notice Required

Participants (You) are required to provide notice of cancellation before midday the day prior to GSL: A Good Start to Life if you are unable to attend a scheduled service. Failure to provide reasonable notice may result in a fee being charged against your plan in accordance with the NDIS Price Guide.

Our intent is to provide you, our participants and your families, with every opportunity to reduce the likelihood of cancellations / no-shows which may attract a fee. GSL: A Good Start to Life provide this information to ensure all participants and their families are aware of the cancellation policy for services provided. You should read the cancellation information that applies to the services you receive.

2. How to Notify Us

To cancel or reschedule an appointment with us, please contact us by calling one of these:

GSL: a Good Start to Life Mon – Fri 9am – 4:30pm	(07) 4031 0123	Before midday the day prior
GSL After Hours Service <i>Monday to Fridays</i> 7am – 8.30am 4.30pm to 11pm <i>Saturdays, Sundays and all Public Holidays</i> 7am to 11pm	0402 189 216	At least 24 hours before your appointment

3. Reasonable Notice

3.1. Cancellations

A cancellation is when you contact us to cancel or reschedule your appointment in advance if a service is not required or is unable to be received. There are **two types of cancellation**:

- Reasonable Notice
Cancellation before midday the day prior (or more than 24 hours on weekends/public holidays)
No fee will be charged
- Short Notice
Cancellation after midday the day prior (or less than 24 hours on weekends or public holidays)
A fee will be charged (unless there are mitigating / emergency circumstances)

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3.2. No Shows

A 'No Show' is:

- a. Where a participant doesn't attend or is not available for a scheduled service and doesn't notify us; OR
- b. Where a participant is not in the agreed location at the agreed time for the service.

A fee may be charged (unless there are mitigating / emergency circumstances)

4. Cancellation & 'No Show' Fees

4.1. Therapeutic Services

Where a participant fails to present for a scheduled therapeutic appointment, the therapist may charge a cancellation fee of up to 90% of scheduled time within the period of the Service Agreement.

4.2. Other Services (Community Access, Personal Care, Skill Development)

GSL: A Good Start to Life reserves the right to claim against a Participant's Plan for Cancellations and "No Shows" as per the NDIS pricing rules in force at the time. If the participant provides GSL: A Good Start to Life with notice before midday the day prior (Mondays to Fridays), or at least 24 hours' notice (weekends and public holidays) of a cancellation then GSL: A Good Start to Life will waive the cancellation charge. A fee (for hours of support) may be charged against a Participant's plan 90% per missed shift, up to 12 times per year for other services such as personal care, Skill Development and community access needs.

4.3. Specific Fee Circumstances

No	Term	Description
1	Reasonable Notice	The Reasonable Notice Cancellation – will result in no penalty and a rescheduling of the appointment.
2	GSL: A Good Start to Life Service Cancels	For instances where GSL: A Good Start to Life initiates the cancellation of a service due to operational reasons, the service will be rescheduled at no penalty to the Participant or GSL: A Good Start to Life.
3	School Aged Cancellations Therapeutic Services	Participants who are school aged and cancel more than 25% of scheduled appointments in a school term risk losing their ongoing appointment time to participants on our waiting list.
4	Short Notice	Personal Care/Skill Development/Community Access Supports: <ul style="list-style-type: none">The participant will be charged 90% of hours per missed shift, up to 12 times per year against the NDIS Plan if a short notice cancellation has occurred.

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		<p>Therapeutic Services:</p> <ul style="list-style-type: none"> A 90% charge of the applicable fee may be charged against the NDIS Plan if a short notice cancellation has occurred on more than one occasion.
No	Term	Description
5	No Show	A No Show by a participant to a booked service will result in a claim for hours of support fees against the participant's NDIS Funding Plan as follows:
		<p>Personal Care/Skill Development/Community Access Supports:</p> <ul style="list-style-type: none"> The participant's NDIS Plan will be charged 90% of the agreed scheduled shift, up to 12 times per year if a No Show has occurred.
		<p>Therapeutic Services:</p> <ul style="list-style-type: none"> A charge for the full applicable fee may be charged against the NDIS Plan if a No Show occurs, up to 6 hours for the period of the Service Agreement.

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5. Matrix of Applicable Fees

The following matrix of fees

GSL: A Good Start to Life Service	Reasonable Notice Before 3pm the day prior	Short Notice No emergency/mitigating circumstances From 3pm the day prior M-F	No Shows
Therapeutic Services	No cancellation fee	90% of applicable fee charged ...a maximum of up to 90% for the scheduled service may be charged within the period of any Service Agreement. More than 12 instances in a continuous 12-month period will result in notification to the funding agency to enable consideration of review of the participant's plan.	
GSL: A Good Start to Life Service	Reasonable Notice Before 3pm the day prior	Short Notice No emergency/mitigating circumstances < Before midday the day prior M-F <24 hrs Weekends	No Shows
Personal Care Skill Development Community Access Supports	No cancellation fee	A minimum of up to 90% of the missed shift will be charged against the Participant's Plan up to... ...a maximum of 12 times per year, upon which we must notify the NDIA that the participant is at risk of not receiving the supports, in case the participant needs special assistance.	

6. Communication of This Policy

This policy is publicly available via the GSL: A Good Start to Life website.

Address: 1/196 McCormack St, Manunda QLD 4870

Hours: 9am–4.30pm

Phone: (07) 4031 0123

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