



# Cancellation Policy PP04V03

**Effective date of Policy** October 2022

**Date of next review** October 2023

## Be Heard Philosophy

As a part of our mission to provide the highest quality of 'Care' to our children, we take every measure to ensure we are supporting the health needs of children at Be Heard.

**AIM:** To ensure cancellation is completed with following the Be Heard approach and time requirements.

## 1. Responsibility:

- Families
- Management

## 2. Implementation

Families requesting a cancellation will be required to follow the guidelines developed by Be Heard.

## 3. Cessation / Cancellation of Services by Families

### i. Permanent Cancellation or Permanent Reduction in Sessions

To cancel, 14 days (in writing) must be given to Be Head when terminating or reducing your regular and ongoing days and sessions required. Messages passed to staff are not considered to be valid, all correspondence must be to the Director Rhyannon Perkins. Be Heard encourages families to provide a reason for their decision to terminate sessions or reduce the number of permanent sessions so that any issues (if any) can be addressed immediately by Be Head.

Families wishing to cancel sessions will be sent a Termination of Sessions Form which is part of the formal exit process. A final account will be issued, and any outstanding amounts must be paid by this time.

### ii. Cancellation of Single Session

To cancel, 48 hours notice (where reasonably possible) must be given to Be Heard when cancelling a single session but wanting to continue following sessions. An example of a reason for this could be an a family holiday planned.

Be Heard understands this is not always possible to be achieved, but we do encourage all parents to carry out their best endeavors to hear to the notice period requirement. If 48 hours notice is not provided the session will be charged at the following rates;

#### **Less than 48 hours notice**

75% of session cost charged

#### **Less than 24hrs notice**

85% of session cost charged

#### **Same day cancellation or no show**

100% of session cost charged

If you need to cancel a session - we would first encourage that you make the use of the session by asking the worker to do remote work such as:

- activity idea planning/research
- creating resources (visuals, games, print outs, individualised stories)
- researching resources that could be beneficial/engaging for your child
- exploring outings/activities that could be done in future sessions
- spending time researching/ exploring a goal area or strategy recommended by therapist
- communication with therapy or education team
- Telehealth meeting with yourself to discuss any changes in focus areas, touch base on what has been working/needs improvement

If you're able to utilise the time such as with above tasks for the minimum 2hrs then it is a beneficial use of funding and not seen as a cancellation so if your session is usually longer than the 2hrs you won't be charged anything for the missing time if 2hrs is all that has been spent on remote work for you.

We will try to be as flexible as we can and listen to case by case situations for cancellations in the 7 to 3 day window if you're unable to utilize the time for the support worker/therapy assistant to assist remotely.

If you are unable to utilise the time and we are unable to find replacement billable hours for the worker with another client they support this is when the cancellation policy is charged.

You will never be charged a cancellation fee if the cancellation is for reasons on our end e.g worker is sick, away etc.

### **iii. Cancellation of Multiple Sessions**

Should a family cancel multiple sessions, Be Heard Management will first make contact to ensure the family and child(ren) are okay. If valid and reasonable reasons for ongoing cancellation of sessions are not provided, Be Heard reserves the right to terminate a family's sessions. If families cancel or pause sessions for a period greater than 5 weeks Be Heard reserves the right to reallocate that regular session time slot to another client seeking support.

## **4. Cessation / Cancellation of Services by Management.**

While Cancellation is typically initiated by families, Be Heard reserves the right to terminate if at any time a policy has been breached.

This may. Include but is not limited to:

- Disparaging, hurtful, or unsafe behaviour of a child that continues even with family collaboration and/or support agency involvement in modifying the behaviour
- Non-payment of session fees or late fees and/or recurring late payment of fees
- Inability to meet the child's needs
- Deliberate impertinence towards the approved staff
- Failure to comply with the Covid Safe Plan
- False information given by a family either verbally or in writing
- Bullying and/or harassing staff, children or families

## 5. Review

Date Reviewed	Modifications	Next Policy Review Date
<b>December 2020</b>	Creation of Policy	<b>December 2021</b>
<b>July 2022</b>	Update of cancellation fees in line with NDIS and Fairwork Updates effective 1st July 2022	<b>July 2023</b>
<b>October 2022</b>	Review of policy due to circumstances around covid impacting cancellations still	<b>October 2023</b>

### **IMPORTANT NOTICE AND DISCLAIMER**

This is an important notice to all Families, staff, contractors, and other users of this Policy.

1. This Policy has been prepared by Be Heard based on the information available as at the issue date. Be Heard reserves the right to vary this Policy at any time, including to take into account any changes to the legislation and legislative instruments that may apply from time to time.
2. While all reasonable care is taken in preparing this Policy, Be Heard does not make any warranty about or accept any responsibility for whether the Policy complies with, accurately interprets or adequately implements all legislation and legislative instruments that may apply from time to time.
3. To the greatest extent permitted by law, Be Heard disclaims all liability to any person in respect of anything, and of the consequences of anything, done or omitted to be done by any such person in reliance, whether wholly or partially, upon any information presented in this Policy.