

**Q288**

**CANCELLATION POLICY**

**Policy**

Enhanced Lifestyles (EL) and Lifestyle Assistance and Accommodation Service (LAAS) is committed to maintaining an effective and efficient workforce to deliver quality services to the Customer/Client. The service agreement between Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service and the Customer/Client requires the organisation to provide supports that meet the Customer/Client's needs at the Customer/Client's preferred times.

All Customer/Clients of Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service are required to enter into an agreement in the form of a service agreement. This agreement outlines Rights and Responsibilities including details around cancellation of services. Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service is legally obligated to provide employees with sufficient notice of cancellation of work. Where sufficient notice is not provided the organisation is obligated to pay an employee for time not worked. When the organisation is required to pay employees the associated cost of services will be passed onto the Customer/Client at the applicable rate as per the fee schedule.

Cancellation payments may be charged to Customers/Clients when insufficient notice is provided as per the policy statement.

<b>Policy context:</b> This policy relates to	
Legislation or other requirements	Service Agreement Fair Work 2009
Contractual obligations	Enterprise Bargaining Agreement 2015 Customers Service Agreement Social, Community, Home Care and Disability Services Industry Award 2010

**Policy Statements**

All Customers/Clients must provide formal notification and an appropriate reason of any unexpected or unscheduled cancellation of service at least **24 hours prior** to the commencement of an assigned shift. Where this occurs, there will be no cancellation charge to the Customer/Client.

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Where a Customer/Client provides notification of a cancellation of service providing **between 12- and 24-hours'** notice before the commencement of the shift, the Customer/Client may be charged 1 hour at the applicable rate.

Where a Customer/Client provides notification of a cancellation of service with **less than 12 hours'** notice before the commencement of the shift, the Customer/Client may be charged the amount equivalent of the total hours of service at the applicable rate.

It is understood that emergencies may arise that where a Customer/Client is not able to notify Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service within the required period and exemption from cancellation payments can be approved by the organisation.

Where this occurs, the Customer/Client may be required to provide sufficient reason for such a cancellation in writing and where requested provide sufficient proof.

This document complies with NDIS 2018, standard 3 Provision of Support. This document is readily available to all Customers/Clients and employees of Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service including The Boards.

**Documentation**

Documents related to this policy	
Related policies	Q102 – Customer Rights and Service Charter Q201 – Code of Ethics and Conduct Q254 – Employment Conditions