



NDIS Supports Cancellation and Rescheduling Policy

Scope

This policy applies to anyone involved in the delivery of Brook RED NDIS services and supports.

Purpose

To set guidelines on providing supports and services where there are staff shortages.

Principles

Brook RED takes its commitments to provide support seriously. Brook RED is committed to having arrangements in place to minimise the risk of cancellation, no show or late changes to a scheduled support. Services agreements will include details of our cancellation arrangements (including rescheduling the support) and advice periods for cancellations and changes to agreed appointments.

Policy

Brook RED will:

- Work to ensuring day to day operations are managed in an efficient and effective way to avoid disruption and ensure continuity of supports
- Work to ensuring supports are designed to meet NDIS Participant needs and preferences and these are documented and provided to employees prior to commencing work with them
- Have arrangements in place to ensure support is, as much as possible, provided to the NDIS Participant without interruption throughout the period of their service agreement
- Ensure that, wherever possible, in the event of worker absence or vacancy, a suitably qualified and/or experience person will perform the role
- Ensure that where changes or interruptions are unavoidable, we make alternative arrangements which we well explain to the NDIS Participant and seek their approval
- Where applicable, have disaster planning measures in place to enable continuation of critical supports before, during and after a disaster

References

NDIS (Quality Indicators) Guidelines 2018

Document Control and Record of Changes

Version	Effective Date	Approved by	Summary of Change	Date of Next Review
Version 01	September 2019	Eschleigh Balzamo	Introduction of new policy	January 2020

The General Manager has overall responsibility for this policy. If there are any questions regarding this policy, please direct these to the Business Services Manager or General Manager.