

Document Information and Revision History			
Document Owner		Community Connection Incorporated	
Approved By		Manager and Management Board	
Distribution List		Community Connection Staff, Board Members, Individuals and their Families by email and/or mail	
Review Frequency		Every 3 years; or when triggered by an event or finding(s) that identify improvement and/or changes of legislation necessitate an amendment	
Document location		Governance	
Last Reviewed	Date to be Reviewed	Review Team	Nature of amendment
18.05.16	18.05.19	Management Team	Initial Issue

1. REFERENCES

National Standards for Disability Services (also compliant with HSQF)

Standard 1. Rights: The service promotes individual rights to freedom of expression, self-determination and decision-making and actively prevents abuse, harm, neglect and violence.

Standard 2. Participation and Inclusion: The service works with individuals and families, friends and carers to promote opportunities for meaningful participation and active inclusion in society.

Standard 6. Service Management: The service has effective and accountable service management and leadership to maximise outcomes for individuals.

2. COMMUNITY CONNECTION'S POSITION

Community Connection Incorporated has arrangements in place to minimise the risk of cancellation, no show or late change to a scheduled support. This policy complies with NDIA cancellation of services provisions.

3. CANCELLATION OF SUPPORT/CHANGES TO ROSTERED SUPPORT

It is acknowledged, from time to time an individual and/or an individual's representative or Community Connection Incorporated may need to either cancel a shift/number of shifts (for example a holiday) or change the rostered hours (for example where someone requires support to an event that is outside their rostered hours.) Other reasons where a shift may be cancelled or there may be changes to rostered support could be; a question of unforeseen circumstances (for example inclement weather conditions), illness, a family emergency etc.

3.1 Individual or the Individuals Representative

Should the individual and/or the individual's representative wish to change the rostered hours or cancel a shift, a notice period of 24 hours must be provided to Community Connection Incorporated's Management team.

In the event that a 24 hour notice period is not being provided, provisions under Community Connection Incorporated's **Cancellation Procedure** may apply.

(Community Connection Incorporated exercises its right to use discretion in some cases where an agreed solution may be an outcome.)

3.2 Community Connection Incorporated

From time to time, Community Connection Incorporated may need to cancel a shift or change the rostered hours. When this happens we aim to provide a notice period of 24 hours. This will only happen though, when circumstances beyond Community Connection Incorporated's control occur (for example – a worker has left and terminated their employment and because we work one-on-one, we do not keep a “pool” of workers to give cover.) In such cases Community Connection Incorporated will provide as much notice as possible and will require the individual's representative to stand in and provide informal support.

Community Connection Incorporated will recruit and train another worker to resume the standard roster as soon as possible.

4. CANCELLATION OF THE SERVICE AGREEMENT

If you have a major problem/complaint with our service or the support you receive; we ask in the first instance, that you make a complaint using the steps in Community Connection Incorporated's Complaints Procedure.

4.1 The Service Agreement can be terminated:

If Community Connection Incorporated or an individual and/or the individual's representative:

- fails to do what is required of them under the Service Agreement,
- communication has broken down between the Parties,
- workplace Health and Safety considerations are ignored,
- fails to comply with Community Connection Incorporated's policies and procedures,
- fails to communicate and provide information pertaining to health and medication or changes to support needs.

4.2 Conditions for Terminating the Service Agreement

Support that has been provided under the terms of the Service Agreement must be paid for.

If the problem is outside Community Connection Incorporated's control the individual and/or the individual's representative must give 30 days' notice.

Community Connection Incorporated cannot terminate the Service Agreement without giving 30 days' notice except under “Breaches of Service Agreement.”

5. CONTRAVENTION

Contravention of this policy will constitute a “breach of Service Agreement” and may terminate support without notice.

6. RESPONSIBILITIES

It is the responsibility of the individual and/or the individual's representative to read and comply with this policy.

It is the responsibility of Community Connection Incorporated to work within the guidelines of this policy and enforce any contraventions to this policy.