

| Document Information and Revision History |                            |   |                            |
|---|----------------------------|---|----------------------------|
| <b>Document Owner</b>                     |                            | Community Connection Incorporated   |                            |
| <b>Approved By</b>                        |                            | Manager   |                            |
| <b>Distribution List</b>                  |                            | Community Connection Staff, Board Members, Individuals and their Families by email and/or mail  |                            |
| <b>Review Frequency</b>                   |                            | Every 3 years; or when triggered by an event or finding(s) that identify improvement and/or changes of legislation necessitate an amendment |                            |
| <b>Document location</b>                  |                            | <b>Governance</b>   |                            |
| <b>Last Review</b>                        | <b>Date to be Reviewed</b> | <b>Review Team</b>  | <b>Nature of amendment</b> |
| 22.06.16                                  | 22.06.16                   | CCI Management Team   | Initial Issue              |
| 22.06.16                                  | 18.08.16                   | CCI Management Team   | Procedure change           |

## 1. CANCELLATION OF SUPPORT

### “No Show,” Cancellation without Notice or Requesting a Worker to Leave Early

1. Where there is a risk that an individual will deliver a “no show,” cancellation without notice or request a worker to leave earlier than their shift requirement;
  - The worker will contact the Management Team (on-call phone outside of office hours) for direction of how to proceed with their employment commitment, this may take the form of:
    - The worker will be paid for the shift or remainder of the shift if asked to leave before the shift is finished or if reasonable circumstances have prevailed (e.g. contagious illness of individual);
    - the worker will be proffered the choice to reschedule the shift in lieu of payment for work not done.
2. If the individual or the individual’s representative agrees there was an unforeseen circumstance that resulted in cancellation, a “No Show” or requesting a worker to leave early, the cost of the shift (or remainder of the shift) may be charged against an Individual’s plan. Any fee that is charged to the individual’s plan will be according to the terms set out in the Service Agreement, the Social, Community, Home Care and Disability Services Industry Award 2010 and the NDIA cancellation of service provisions.
3. Where an individual fails, without notice, to keep the rostered arrangement for the support, Community Connection Incorporated will make every effort to contact the individual; to determine if there is an additional problem (e.g. the person has fallen out of bed and cannot raise an alarm, or the family are in crisis and additional support is likely to be required.)

4. If there is a pattern of cancellation, “no shows” or requesting a worker to leave early after 4 instances, Community Connection Incorporated will organise a meeting to review support conditions.
5. If more than 8 cancellation, “no shows” or requesting a worker to leave early are recorded in a continuous 12 month period, Community Connection Incorporated will notify the NDIA contact person so that consideration may be given to reviewing the individual’s plan and Community Connection Incorporated will review the Service Agreement and provisions we provide.